SAN CARLOS APACHE TRIBE

HUMAN RESOURCES DEPARTMENT

P.O. Box 0

San Carlos, Arizona 85550

(928) 475-1760 Fax (928) 475-2296



Tao Etpison

Tribal Vice-Chairman

Terry Rambler

Tribal Chairman

**RE-ADVERTISEMENT**

**Applicants who previously applied need not reapply unless they wish to update their applications.**

|  |  |  |
| --- | --- | --- |
| **VACANCY ANNOUNCEMENT NO.** | **OPENING DATE** | **CLOSING DATE** |
| #23-043 |  January 3, 2023  | January 17, 2023 |

|  |  |
| --- | --- |
| **POSITION TITLE AND DEPARTMENT** | SALARY |
| **NEMT Intake Clerk**Emergency Medical Service  | DOE |
| APPLICATIONS ARE AVAILABLE AT THE TRIBAL HUMAN RESOURCES OFFICE(Applications must be received in the Human Resources Office by close of business on the closing date) |

**CONDITIONS OF EMPLOYMENT:**

* **In accordance with the San Carlos Apache Tribe Resolution No. AU-21-121, all potential employees must show proof of COVID-19 vaccination for it is mandatory for all Tribal employees to have the vaccine as a condition of employment. All employees who opt-out or otherwise have no proof of vaccination shall be subject to bi-weekly testing for COVID-19 (must provide letter or doctor’s excuse when applying to opt-out of receiving vaccination).**
* Regular Full Time position. (non-exempt)
* Applicant must complete Health Improvement Patient Portability Act (HIPPA) training within ninety (90) days of employment.
* Work schedule: Work schedule will consist of rotating shifts of normal business hours and will also include weekends, evenings and holidays.
* Applicant will be subject to and must pass a background investigation with a favorable determination. The results of a background check shall only be used for the purpose of determining an individual’s suitability for employment. Applicants who provide false or misleading information in their application or authorization may be eliminated from any further consideration. ***Note: Applicants must meet this requirement by completing Item No. 15., on the Application for Employment.***
* Applicant must complete a "Child Care & Indian Child Care Worker Position" form to determine your suitability for tribal employment, to authorize a background investigation, and to certify the accuracy of all information in your application. Under P.L. 101-630 Indian Child Protection Act, anyone who answers in the affirmative will be found ineligible and unsuitable for employment with the San Carlos Apache Tribe. ***If you make a false statement in any part of your application, you may not be hired or you may be terminated after you begin work.***
* In accordance with the San Carlos Apache Tribe Drug and Alcohol Policy, all potential employees will be tested for the presence of controlled substances as part of the pre-employment selection process. Applicants who fail to pass the drug test will be ineligible for employment and may not reapply for twelve (12) months thereafter. This policy has been adopted to provide drug-free work sites and to prohibit working while under the influence of alcohol.

**DUTIES AND RESPONSIBILITIES:**

As in Intake Clerk under the direct supervision of the NEMT Supervisor and general supervision of the EMS Program Manager, the Intake Clerk is responsible for the front-desk in a non-emergency medical transportation facility and is the first point of contact for patients. The Intake Clerk is responsible for the intake of all required patient information receive and processed for proper transportation services; therefore, collecting information from patient requires strong interpersonal skill and attention to detail. The Intake Clerk is also often tasked with clerical duties such as managing paperwork handling data entry, engaging with medical facilities and answering phones and greeting the public. Duties also include assisting the NEMT Scheduler collecting the vital information for NEMT services. Protects patient’s rights by maintaining confidentiality of patient information and records. Assist in reviewing patient trip reports for completeness and accuracy according to specified standards of the NEMT policy and procedures and Arizona Health Care Cost Containment System (AHCCCS) rules, policies and procedures. Assist in scheduling transportation, maintain, and updates transportation schedules on a daily basis, ensuring information is accurate to ensure timely, safe, and productive services. Assist in keeping a record of the NEMT assigned drivers, assigned vehicles, and communication system on a daily basis. Handles complaints from customers and public and works as a team player, analyzing information and evaluating results to choose the best solution to solve problems. Shall preform other duties as assigned.

**QUALIFICATION REQUIREMENTS:**

Basic Requirements:

High School Graduation or Equivalent. High school graduation or equivalent means the applicant has received a high school diploma, General Education Development (GED) equivalency certificate or proficiency certificate from a State or territorial-level Board of Department of Education.

In addition to meeting the basic requirement above, candidates must have one year of specialized experience.

Specialized experience is experience in clerical duties, gather and collecting data involving confidential information or in a job related field**. *Examples of the type of experience that will be credited are shown above under “duties and responsibilities.”***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EVALUATION METHOD AND RANKING FACTORS:** Evaluation will be made of the extent to which experience, education, training, self-development, and/or awards demonstrate that basically qualified candidates possess the Ranking Factors-Knowledge, Skills and Abilities (KSA) described below.

1. Knowledge of Health Insurance Portability and Accountability Act (HIPAA) regulation and compliance procedures.
2. Knowledge of customer services principle and practices.
3. Knowledge of modern office equipment/machines and applicable software.
4. Knowledge of computers and computer software (Microsoft Office: Word, Access, and Excel).
5. Ability to prioritizing multiple task/projects.
6. Ability to communicate effectively, orally and in writing.
7. Ability to work independently and exercise sound judgement.
8. Ability to maintain strict confidentiality of client information.
9. Ability to follow verbal and written instructions.
10. Ability to establish and maintain positive professional effective working relationships with other.
11. Ability to work under stressful situations.
12. Ability to work in a high volume fast-paced environment and have the time-management and multitasking skills necessary to perform a variety of duties concurrently.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OTHER IMPORTANT INFORMATION:**

* Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training and/or experience.
* All material submitted for consideration under this announcement becomes the property of Human Resources Office and is subject to verification. Therefore, careful attention should be given to the information provided. Fraudulent statements or any form of misrepresentation in the application process could result in loss of consideration for this position and/or a determination of unsuitability for tribal employment.
* Additional or alternate selections may be made from the eligibility list within 30 days from the date the selection list was issued. The positions to be filled must have the same title and have the same qualification requirements. However, if there are no Indian preference candidates left on the certificate, the vacancy must be re-announced.
* INDIAN PREFERENCE: It is the goal of the San Carlos Apache Tribe to employ as many ***tribal members*** as possible in tribal positions. Therefore, all other qualifications being equal, ***tribal members*** will receive hiring preference over other Indian Preference eligible and non-Indian Preference eligible. Preference for employment will be granted to qualified individuals, in the following order:
1. Enrolled member of the San Carlos Apache Tribe with Veteran’s Preference
2. Enrolled member of the San Carlos Apache Tribe
3. Native American spouse of an enrolled tribal member or Native American parent of enrolled tribal member
4. Other Native American
5. Non-Indian spouse or Non-Indian parent of enrolled tribal member
6. Non-Indian

It is also the goal of the San Carlos Apache Tribe to provide the best services possible to ***tribal members***. In furthering the Tribe’s efforts to insure retention of tribal members and to provide job opportunities to tribal members, non-tribal member employees upon hiring shall, as part of the hiring agreement, agree to provide training and development to tribal members to allow them to become qualified for jobs, which non-tribal member employees hold. The Tribal Preference policy applies to hiring, placement, and promotion, transfer or lay off, treatment during employment, and selection for training.

* VETERANS PREFERENCE AND INDIAN PREFERENCE: Preference in filling vacancies may be given to honorably discharged veterans who are enrolled members of the San Carlos Apache Tribe.
* EQUAL EMPLOYMENT OPPORTUNITY: Except for Indian preference, consideration will be given without regard to any non-merit factor such as race, color, religion, sex, national origin, partisan politics, physical or mental handicap, marital status, age, membership or non-membership in any employee organization, or sexual orientation.

HUMAN RESOURCES OFFICE CLEARANCE:

 ***/s/Timecah Cosen January 3, 2023***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Human Resources Assistant |  | Date |  |