

# Little Traverse Bay Bands of Odawa Indians

## Job Posting



**Job Title:** Citizen Program Specialist

**Department:** Health

**Reports To:** Purchased/Referred Care Manager

**Status:** Non-Exempt

**Salary Level:** \$18.15 to \$25.41 per hour/ (\$37,759 to \$52,863) Annually

**Level:** B23

**Opens:** July 26, 2024

**Closes:** August 09, 2024

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**SUMMARY:** The primary purpose of this position is to administer the Hearing Aid Assistance Program, Elders Dental Assistance Program, and the Elders Vision Assistance Program. Provides excellent customer service and represents LTBB Health Department in a professional and positive manner.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides excellent customer service to clients, vendors and fellow employees. Represents the LTBB Health Department in a professional and positive manner.
- Receive and process applications for the LTBB Hearing Aid Assistance Program according to program guidelines.
- Receive and process applications for the LTBB Elders Dental Services Program according to program guidelines.
- Receive and process applications for the LTBB Elders Vision Assistance Program according to program guidelines
- Assist Tribal Citizens nationwide in determining eligibility for programs, provide information as requested, and guide them through each step in the process.
- Maintain program tracking spreadsheets to monitor expenditures and ensure services are rendered in a timely manner.
- Work closely with Purchased/Referred Care Manager to monitor expenditures and ensure services are rendered for both programs.
- Maintains client information in the strictest confidence as medical privileged personal information, following HIPAA and LTBB confidentiality expectations.
- Create and maintain a filing system for program records in accordance with program policies and procedures
- Attends appropriate training as needed and required.
- Other duties as assigned.

**EDUCATION AND EXPERIENCE:**

High school diploma or GED required with one year of completed college courses required. Five years of experience in professional office setting with some health services or accounting experience preferred.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Must be able to work in stressful situations while maintaining a professional demeanor and positive working environment. Must be able to build and maintain professional working relationships with outside entities. Must be friendly and personable and able to accept constructive feedback from supervisor. Must be able to multi-task and thrive in fast paced, busy working environment. Must have a strong attention to detail. Must maintain accurate and organized records of all sponsorship and reimbursement programs. Must possess strong computer skills (Microsoft Word, Excel, Outlook). Must be able to type 50 wpm and able to create formulas in Excel and maintain Excel spreadsheets. Must have strong written skills and be able to compose a professional business letter, memo and report. Must be able to verbally communicate in a clear and confident manner; in person and on the phone with patients, coworkers and outside entities. Must be able to operate copiers, fax machines and calculators. Must be proficient in basic math. Must be willing to travel occasionally, possibly including air travel and several consecutive nights. Must be reliable and able to follow work rules and schedule. Must have a positive job history, including with LTBB.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must possess a valid driver's license, reliable transportation and be insurable for duration of employment.

**COMMENTS:**

Indian preference will apply. Candidates must pass a comprehensive background investigation. Individual must take a TB test and get annual influenza vaccination due to working in a healthcare environment.