



6400 Redwood Drive, Suite 300, Rohnert Park, CA 94928 ▪ 707-566-2288 ▪ www.gratonrancheria.com

TRIBAL HEALTH BENEFITS COORDINATOR

Job Description

Department:	Administration	Reports to:	Deputy Executive Director
Pay Range:	\$35.29 - \$49.40	Classification:	Full-time/Non-exempt

MISSION STATEMENT

The Federated Indians of Graton Rancheria exists to exercise its inherent sovereign powers, customs, and traditions; to perpetuate its unique Native heritage; to preserve and protect the rights and privileges of the Tribe; to establish justice in the conduct of tribal affairs; to work for the social and economic betterment of all Tribal Citizens; and to foster the value of education.

POSITION PURPOSE

The Tribal Health Benefits Coordinator (THBC) supports the coordination and administration of the Tribal Health Benefits Program by coordinating all aspects of the Tribal Health Benefits program provided for FIGR Tribal Citizens. The coordinator will serve as a point of contact to the Tribal Citizens and will perform a wide range of critical duties in all aspects of the Tribal Health Benefits Program following all program policies and procedures.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Supports the daily administration of Citizen Health Benefits service program, benefits enrollment processes, and related health services; ensures compliance with established program policies, and procedures.
- Updates and maintains health benefit records and databases, including data entry and auditing.
- Develops and maintains files as required.
- Manages the correspondence systems for all phone calls, emails, memorandums, and letters for Tribal Health Benefit services.
- Provides input on departmental SOPs, forms, and administrative processes upon request, and supports the implementation of approved revisions/updates.
- Provides clear and accurate information to Tribal Citizens regarding health benefit services, changes in program processes, and enrollment procedures to promote a clear understanding of Tribal Health Benefits.
- Collects and processes enrollment change forms for Tribal Citizen benefits and service programs.
- Ensures the delivery of professional and courteous customer service and collaborates effectively with Tribal Citizens, Tribal Officials, employees, and Third-Party Administrators (TPAs).
- Supports Tribal Citizens by assisting with general inquiries and facilitating communication with TPAs, providers, and vendors to help ensure documents are submitted and processed in a timely manner.
- Assists with compiling information and/or updates to the Tribal Health Benefits Specialist as requested.
- Assists with preparing data or information to include benefit enrollment reports.
- Upholds strict confidentiality standards including adherence all applicable privacy laws in the protection of Tribal Citizen participant information.
- Maintains current knowledge of and adheres to all applicable federal and Tribal laws to ensure compliance.
- Participates in relevant conferences and training sessions to remain current on health benefit standards, legal requirements, and industry best practices in accordance with supervisor recommendations.
- Provides support in preparing Citizen content and information related to Tribal Health Benefits for the monthly newsletter. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** A combination of experience and education may be acceptable.
- Three years' experience in Benefits Administration, Health Services, Tribal Enrollment/Benefits Programs, or related field.
- Education:**
- High School diploma or equivalent (GED)
- License/Certification:**
- Must possess a valid driver's license and be insurable under the Tribe's policy.

PREFERRED QUALIFICATIONS

- Associate degree in Human Services, Health Administration, or related field.

SKILLS, ABILITIES, AND OTHER QUALIFICATIONS

- Ability to work independently within established policies, procedures, and schedules.
- Ability to exercise sound judgement and possess problem-solving skills involving variables in standardized situations and the ability to make decisions that are varied, and, in many cases, when there is no precedent to draw upon.
- Ability to establish and maintain strong interpersonal relationships with employees at all levels throughout an organization and to lead, create and promote a positive and supportive work environment.
- Ability to maintain strict confidentiality and exercise discretion, particularly regarding sensitive or confidential personnel or organizational matters.
- Ability to work efficiently and effectively when in high-pressure situations and under deadlines.
- Ability to master and effectively use the database and software systems used at FIGR.
- Ability to adhere to the highest level of professional ethical standards.
- Demonstrate advanced analytical, organizational, and problem-solving skills.
- Demonstrate excellent verbal and written communication skills.
- Demonstrate accuracy and thoroughness, with the ability to monitor own work to ensure quality.
- Demonstrate a record of satisfactory performance in all prior employment as evidenced by positive employment references from previous employers.
- Demonstrate strong cultural sensitivity and ability to work effectively within a Native American tribal government environment.
- Knowledge and experience with Microsoft Office Suite, including Microsoft Word, Excel, PowerPoint, etc.
- Successful clearance of all pre-employment testing, background, and credit checks.
- Ability to perform other duties as assigned.

WORK ENVIRONMENT

Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Early morning, evening, and/or weekend work may be required. Limited overnight travel may be required from time to time.

TRIBAL AND INDIAN PREFERENCE

The Federated Indians of Graton Rancheria is a federally recognized Indian Tribe, and, pursuant to its Indian Preference Statute, gives preference in hiring in the following order of priority: (1) Citizens of the Federated Indians of Graton Rancheria, (2) Native Americans who are members of or affiliated with a California Indian Tribe with ties to Marin and Sonoma Counties, (3) Native Americans who are members of or affiliated with any other California Indian Tribe, and (4) other Native Americans who are members of a Federally Recognized Indian Tribe.

Aside from employment preference as provided in this section, the Federated Indians of Graton Rancheria does not discriminate on the basis of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability, or political affiliation.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Background investigation: This position is subject to a criminal history background check, a suitability background check, and may be subject to a Fair Credit Reporting Act (FCRA) check. In addition, this position is subject to a background check to ensure compliance with Public Law 101-630, the Indian Child Protection and Family Violence Prevention Act.

Drug and alcohol screening: All applicants must successfully pass a pre-employment drug and alcohol screening prior to beginning employment and will be subject to reasonable suspicion drug and alcohol testing.

DISCLAIMER: THE INFORMATION IN THIS JOB DESCRIPTION HAS BEEN DESIGNED TO INDICATE THE GENERAL NATURE AND LEVEL OF WORK PERFORMANCE BY EMPLOYEES HIRED FOR THIS POSITION. IT IS NOT DESIGNED TO CONTAIN, OR BE INTERPRETED, AS A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES, AND QUALIFICATIONS REQUIRED OF EMPLOYEES HIRED FOR THIS POSITION. EMPLOYEES MAY BE ASKED TO PERFORM OTHER DUTIES AS NEEDED.

ACKNOWLEDGEMENT

I have reviewed the content of the **Tribal Health Benefits Coordinator** job description and have been provided with a copy of the job description. I certify that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Printed name

Signature

Date
