



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2025-058
JEMEZ HEALTH & HUMAN SERVICES
ON-BOARDING COORDINATOR**

Position Title: On-boarding Coordinator
Position Open Date: 7/11/2025-Until Filled
Position Status: Full-Time
Supervisor: Medical Director

Pay Level: \$21.95-\$32.93
Classification: Non-Exempt
Location: Health & Human Services

POSITION SUMMARY:

This position is responsible for 1) onboarding of new hires 2) facilitating and tracking credentialing for all licensed and/or certified provider at JHHS, 3) scheduling, planning, and executing staff training, and 4) off boarding to include exit interviews. position will work closely with the Human Resources Department and will service as a liaison between JHHS and the Pueblo of Jemez Tribal Administration in Human Resources and Employee relation matters. Works directly with Practice Manager to ensure accurate onboarding of Providers and Provider Enrollment

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

Associate's in healthcare administration, Business Administration Or Related degree, AND two years of office support, medical reception or administrative experience in a healthcare setting. 5 years of office management experience in lieu of degree will be considered. Bachelor's degree with concentration in Health Administration or Human Resources preferred.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Complies with all elements of the JHHS credentialing and insurance enrollment activities related to all medical staff by conducting primary source verification and outside agency queries. This includes but is not limited to the data entry portion of the process, initial credentialing, re-credentialing, additional privileges, modification of privileges, change of departmental assignment or other credentialing/privileging activities and insurance enrollment for all lines of business.
- Follows policies and procedures to facilitate the process to ensure that licensed and certified providers are thoroughly credentialed, privileged, and re-appointed, meeting required time frames, including review and approval by the Director, Medical Director, Medical Executive Committee, and Health Board.
- Complies with legal, regulatory and accreditation requirements relevant to credentialing.
- Verifies credentials using primary or secondary sources as applicable, monitor's time sensitive and/or expiring credentials, maintains a review schedule, prepares credentialing reports for privileging and re-privileging deliberations, and maintains credentialing files.
- Answers inquiries regarding providers' credential status and works with colleagues to ensure accuracy of all files by tracking the expiration of licenses and certifications to endure timely renewals.
- Upon a new provider's completion of credentialing, notifies the following staff of completion: JHHS Director, Compliance Officer, Medical Director, Managers, and Human Resources representatives; in addition, provides credentialing-status updates to the above employees.
- Responsible for the organization, maintenance, and accuracy of medical staff data on hard copy files and electronic employee credentialing system (Hospital Services Corporation).
- Analyzes and resolves provider file issues.
- Perform administrative and technical duties necessary to complete credentialing functions in accordance with JHHS bylaws.

- Be lead organizer of New Employee Orientation and conduct on-boarding process for all new hires, which will include training of JHHS policies and procedures by utilizing the best training methods and tools.
- Initiates and coordinates onboarding for new employees for the department ensuring back up if not available.
- Responsible for orientation/training of new and current employees as it relates to departmental procedures, credentialing database, and daily work.
- Ensures mandatory training is completed within the required time for compliance.
- Keep employees abreast of all assigned training and track their progress.
- Maintains training logs of all department employees.
- Assign mandatory training for all staff in the training system (HealthStream).
- Organize, develop, or source training programs to meet specific program and departmental training needs.
- Attend seminars and meetings to learn new training methods and techniques and use the knowledge to prepare and coordinate future training sessions.
- Prepares before the employee starts by having a well-organized onboarding process to include Employee badge, and Employee email. Will work directly with program manager to ensure program is ready for employee (i.e. office space, office/medical supplies, technology, access, communication tools).
- Offers structured orientation by providing essential information to the employee of Jemez Health and Human Services to include an overview of the organizational chart and insight to the program/department employee will work with. Ensures completed training in HealthStream to include but not limited to HIPAA, Compliance, Safety, and Infection Control. Reviews departmental Policies with employee.
- Provides ongoing training and development.
- Facilitates peer mentorship and support.
- Regularly checks in and solicits feedback from new employees.
- Keeps on going list of employees who have onboarded and off boarded ensuring proper exit is conducted, and all items have been collected, as well as notes charted, and claims completed.
- Works directly with Human Resources Generalist to ensure communication and compliance with Pueblo of Jemez Policies and Procedures.
- Assist Human Resources with tracking vacancy and turnover rates and uses other analytics to prepare reports for Leadership to use for workforce decision-making.
- Receives JHHS employee exit survey data and provides analysis for workforce improvement.
- Works closely with Human Resources to ensure new employees and exiting employees receive proper onboarding and exiting.
- Assists JHHS management and POJ Human Resources with setting up interviews.
- Other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Credentialing and Provider Enrollment.
- Healthcare systems and operations.

- Specific areas of job content, qualifications, education and training requirements of a wide variety of occupations.
- Records management principles and practices.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Principles and techniques of making effective oral presentations.
- Medical terminology, health insurance contracts, and medical billing.
- Operation of common office equipment, including computer equipment.
- Policies and procedures related to the unit to which assigned.
- Customer service and public relations methods and practices.
- Computer applications related to assigned duties and activities.
- Techniques for dealing with a variety of people from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone.
- Knowledge of the credentialing processes.
- Knowledge of auditing expectations from insurance companies and accreditation organizations.

Skill in:

- Providing varied secretarial and office administrative assistance to management, supervisory and professional staff.
- Researching and analyzing policy and other data to arrive at valid conclusions, recommendations, and plans of action.
- Interpreting, applying and explaining complex federal, state and local laws related to the areas of responsibility.
- Managing projects.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Using tact, discretion, initiative, and independent judgment with established guidelines.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Organizing and maintaining accurate records and files.
- Operating standard office equipment, including computer equipment,
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Providing customer services in the most cost effective and efficient manner.
- Using software applications related to assigned functions.
- Communicate effectively in oral and written forms.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024

