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**Karuk Community Health Clinic**

64236 Second Avenue  
Post Office Box 316  
Happy Camp, CA 96039  
Phone: (530) 493-5257  
Fax: (530) 493-5270

**Karuk Tribe****Administrative Office**

Phone: (530) 493-1600 • Fax: (530) 493-5322  
64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

**Karuk Dental Clinic**

64236 Second Avenue  
Post Office Box 1016  
Happy Camp, CA 96039  
Phone: (530) 493-2201  
Fax: (530) 493-5364

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## Vacancy Announcement

(Internal Posting)

**Title:** Human Services Receptionist

**Reports To:** Human Services Office Manager

**Location:** Happy Camp, CA

**Salary:** \$17.00 - \$28.00 per hour DOE

**Classification:** Full Time, Regular, Non-Exempt

**Summary:** The Human Services Receptionist is responsible for reception duties, including greeting visitors, answering/directing phone calls, processing incoming and outgoing mail, and other clerical duties as assigned. This position also provides clerical support to Human Services staff, including pre-screening consumers for potential services. This position works directly with consumers and staff of the Human Services Department and assists them in accessing the resources they need. The position is an essential component of an entire team of behavioral health professionals who strive to promote a positive attitude and an environment of client-centered service, continuous quality improvement, compliance with AAAHC Ambulatory Healthcare Standards and other statutory requirements.

**Application Deadline: December 21, 2023 by 5:00 pm**

Applications are available at all Tribal Offices or on the Internet at [www.karuk.us](http://www.karuk.us). The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply.

If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: [www.karuk.us](http://www.karuk.us) or by contacting the Human Resources Department, Telephone (530) 493-1600 ext. 2043, Fax: (855) 437-7888, Email: [Humanresources@karuk.us](mailto:Humanresources@karuk.us)

## **Position Description**

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### **Responsibilities:**

1. Shall answer main phone line and forward calls to appropriate party. Take and route messages to staff in a timely manner.
2. Assist consumers and/or visitors by creating and maintaining a welcoming therapeutic environment upon entering the building.
3. Maintain the lobby space with updated resources and information.
4. Ensure office security by following safety procedures and controlling access via the reception desk (e.g. limiting access to clinical areas, maintain visitor log, issue visitor badges).
5. Accurately complete prescreening forms for consumers interested in services calling via phone or walking in to the office. Route prescreening forms to appropriate staff.
6. Present initial paperwork to new consumers arriving for appointment, obtain consumer identification and insurance information and upload to the system as appropriate.
7. Confirm completion of initial appointment paperwork before alerting appropriate staff that consumer is ready for initial visit.
8. Maintain consumer records and other clinical records by scanning information and saving it to the Electronic Health Record or filing in the paper chart.
9. Proficiently schedule, reschedule, and cancel client appointments using RPMS, and BPRM modules.

10. Consistently provide daily appointment schedules to each clinical staff member.
11. Collect billing information, e.g., Medi-Cal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and shall correctly collect and record payments.
12. Responsible for updating voice mail messages or announcements on human services front office phone, as needed or instructed.
13. Contact clients to confirm appointments, notify them of unavoidable delays or cancellations and send out appointment reminders.
14. Assist with and route medications refills as appropriate.
15. Sort and log incoming mail and messages into distribution boxes, and process and log outgoing mail.
16. Shall provide office support for example; typing, filing etc.
17. Ensure the confidentiality, security, and physical safety of client's health records at all times.
18. Is available for local and out of the area travel as required for job related training or to cover other clinic sites when needed.
19. Is cooperative in attending all required meetings and functions as requested.
20. Is polite and maintains a priority system in accepting other position related job duties as assigned.
21. Assist Behavioral Health clients with coordination of transportation as needed.

**Qualifications:**

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Minimum of one-year experience working in a mental health, medical or social service related environment.
3. Must demonstrate excellent customer service skills and present a professional, respectful and caring demeanor towards consumers and staff.
4. Calm approach to problem- solving and stressful situations.
5. Must possess strong organizational skills and attention to detail.
6. Knowledge of HIPAA guidelines and ability to maintain confidentiality.
7. Experience with electronic medical systems and the ability to navigate and obtain information from them as needed.

**Requirements:**

1. Must have High School Diploma or equivalent.

2. Must have good computer knowledge and the ability to enter data in electronic health care systems in a timely manner.
3. Must possess excellent telephone skills and make a positive first impression on clients and visitors to the office.
4. Must possess a valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
5. Must adhere to confidentiality and HIPAA policies.
6. Must become certified and remain current in infant, child, and adult CPR and First Aid.
7. Must successfully pass a pre-employment drug screening test and be willing to submit to a criminal history check.
8. Must provide documentation of immunity to measles, and rubella, or become vaccinated with the recommended vaccine and hepatitis B vaccine and testing for TB upon hire and per CDC guidelines as required. Annual Flu Immunizations are required. Must have an annual health examination within the first 15 days of employment and yearly, before the anniversary of hire date.

**Tribal Preference Policy:** In accordance with the TERO Ordinance, Tribal Preference will be observed in hiring.

**Veteran's Preference:** It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

**Council Approved:** April 12, 2017

**Review Committee Approved:** November 12, 2021

**Employee Signature:** \_\_\_\_\_