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**Karuk Community Health Clinic**  
64236 Second Avenue  
Post Office Box 316  
Happy Camp, CA 96039  
Phone: (530) 493-5257  
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**Karuk Dental Clinic**  
64236 Second Avenue  
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Phone: (530) 493-2201  
Fax: (530) 493-5364

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

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## Vacancy Announcement

**Title:** Medical Clinic Receptionist (9:30 am to 6:30 pm)

**Reports to:** Clinic Manager

**Location:** Yreka, CA

**Salary:** \$11.00 to \$14.00 per hour, depending on experience

**Summary:** Shall retrieve and interview incoming patients to obtain or update required patient information. Shall answer and route telephone calls and respond to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures and patient rights and shall so advise patients. Shall encourage patients to adhere to appropriate behavior as described in the policy on patient conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with AAAHC Ambulatory Healthcare Standards and other statutory requirements.

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

### **Application Deadline: February 9, 2018 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 Resource Director, Telephone (530) 493-1600 ext. 2041, Fax: (855) 437-7888 or (530) 493-5322, Email: [vsimmons@karuk.us](mailto:vsimmons@karuk.us)

## **Position Description**

**Title:** Medical Clinic Receptionist

**Reports To:** Clinic Manager

**Location:** Yreka Clinic

**Salary:** \$11.00 -\$14.00 per hour (DOE)

**Summary:** Shall retrieve and interview incoming patients to obtain or update required patient information. Shall answer and route telephone calls and respond to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures and patient rights and shall so advise patients. Shall encourage patients to adhere to appropriate behavior as described in the policy on patient conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with AAAHC Ambulatory Healthcare Standards and other statutory requirements.

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

**Responsibilities:**

1. Shall proficiently schedule, reschedule, and cancel patient appointments using RPMS, the patient registration and appointment scheduling modules.
2. Shall consistently provide daily appointment schedules to each clinical staff member.
3. Shall efficiently collect billing information, e.g., MediCal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and shall correctly collect and record payments. Including the use of credit card verification and processing machines.
4. Shall be consistent in the registering of patients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on RPMS.
5. Shall appropriately provide patients with the required intake forms, and assist them as needed
6. Shall effectively advocate acceptable patient conduct in the lobby and shall keep lobby and restroom neat.
7. Shall efficiently answer the telephone and route call(s) to appropriate person(s).

8. Responsible for updating voice mail messages or announcements on medical front office phone, as needed or instructed.
9. Shall efficiently contact patients to confirm appointments, notify them of unavoidable delays or cancellations and to send out appointment reminders.
10. Shall appropriately assist patient in getting medications refilled as appropriate.
11. Competently and timely sort incoming mail and messages into distribution boxes, and shall process outgoing mail.
12. Shall provide office support as time allows ex; typing, filing etc.
13. Shall be cross trained in medical assisting.
14. Shall maintain the confidentiality, security, and physical safety of patient's health records at all times.
15. Is capably available for local and out of the area travel as required for job related training. Is cooperative in attending all required meetings and functions as requested.
16. Is polite and maintains a priority system in accepting other position related job duties as assigned.

**Qualifications:**

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Display the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to understand and follow oral and written instructions.

**Requirements:**

1. Must have High School Diploma or equivalent.

2. Must have good computer knowledge and the ability to type 45 WPM, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression on patients and visitors to the clinic.
4. Must possess valid driver's license, good driving records, and be insurable by the Tribe's insurance carrier.
5. Must adhere to the 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, rubella and/or become immunized with the recommended vaccines, including Hepatitis B. Must test annually for TB.

**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: 4/14/05, Revised 7/7/07**

**Chairman's Signature:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_