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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 Dental Clinic**  
64236 Second Avenue  
Post Office Box 1016  
Happy Camp, CA 96039  
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

**Reports To:** Clinic Manager

**Locations:** Happy Camp, CA

**Assigned Work Location:** Does Not Qualify

**Salary:** \$ 21-28 per hour, DOE

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

**Summary:** The Medical Clinic Receptionist retrieves and screens incoming patients to obtain or update required patient information. Answer and route telephone calls, responds to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures, laws, ordinances and patient rights and able to advise patients and their families. Encourages patients to adhere to appropriate behavior as described in the policy on patient conduct. Schedules, reschedules and cancels appointments using the Resource and Patient Management System (RPMS). Works with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with Accreditation Association for Ambulatory Healthcare Standards (AAAHC) and other statutory requirements.

### **Application Deadline: Open Until Filled**

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 and Alcohol Policy apply. If selected, applicants must Successfully pass a drug screening 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 at: Telephone: (530) 493-1600 ext. 2043 or 7034, Fax: (855) 437-7888, or Email at [humanresources@karuk.us](mailto:humanresources@karuk.us)

## **Position Description**

<b>Title:</b>	Medical Clinic Receptionist
<b>Reports To:</b>	Clinic Manager
<b>Locations:</b>	Yreka/Happy Camp/Orleans, CA
<b>Assigned Work Location:</b>	Does Not Qualify
<b>Salary:</b>	\$ 21-28 per hour, DOE
<b>Classification:</b>	Full Time, Regular, Non-Exempt, Entry Level

**Summary:** The Medical Clinic Receptionist retrieves and screens incoming patients to obtain or update required patient information. Answer and route telephone calls, responds to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures, laws, ordinances and patient rights and able to advise patients and their families. Encourages patients to adhere to appropriate behavior as described in the policy on patient conduct. Schedules, reschedules and cancels appointments using the Resource and Patient Management System (RPMS). Works with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with Accreditation Association for Ambulatory Healthcare Standards (AAAHC) and other statutory requirements.

### **Responsibilities:**

1. Answers the telephone and routes call(s), record and take messages as appropriate.
2. Schedules, reschedules, and cancels patient appointments using Resource and Patient Management System (RPMS), as well as the patient registration and appointment scheduling modules.
2. Provides daily appointment schedules to each clinical staff member.
3. Collects billing information, e.g., Medi-Cal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and correctly collects and records payments, including the use of credit card verification and processing machines.
4. Registers new patients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on Resource and Patient Management System (RPMS).
5. Provides patients with the required intake forms, and assist them as needed
6. Advocates acceptable patient conduct in the lobby and keeps lobby and restrooms clean, sanitized and orderly.
7. Contacts patients to confirm appointments, notifies them of unavoidable delays or cancellations and sends out appointment reminders.

9. Assists patient in getting medications refilled as appropriate.
10. Sorts incoming mail and messages into distribution boxes, and processes outgoing mail.
11. Provides office support as time allows ex; typing, filing etc.
12. Cross trained in medical records and RPMS Resource and Patient Management System Data Entry.
13. Maintains the confidentiality, security, and physical safety of patient's health records at all times.
14. Available for local and out of the area travel as required for job related training. Is cooperative in attending all required meetings and functions.
15. 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.
5. Experience working in a medical office, specifically as a front office staff and knowledge of processing insurance verifications is highly desired.

**Requirements:**

1. Must have High School Diploma or equivalent.
2. Must have good computer knowledge including working knowledge of Microsoft Office Suite products, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression with patients and visitors to the clinic and practice excellent customer service
4. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
5. Must adhere to the confidentiality Health Insurance Portability and Accountability Act (HIPAA) policies
6. Must become certified and remain current in infant, child, and adult Basic Life Support (BLS), Cardiopulmonary Resuscitation (CPR) and First Aid.

7. Must provide documentation of immunity to measles, and rubella, or become vaccinated with the recommended vaccines and hepatitis B vaccine Must test for Tuberculosis (TB) at time of hire and per the Nation Centers for Disease Control (CDC) guidelines as required. Must have an annual health exam and a flu immunization and Coronavirus Disease (COVID-19) vaccination or exemption as required.
8. Must successfully pass a Pre-employment drug screen test and be willing to submit to a criminal background check

**Tribal Preference Policy:** In accordance with the Tribal Employment Rights Office (TERO) Ordinance 93-0-01, 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.

**Committee Approved: December 6, 2024**

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

**\*\* Employee must sign position description annually, during their evaluation.**