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

Vacancy Announcement

Title: **Family Services Receptionist/Temporary**

Reports To: Human Services Office Manager

Location: Happy Camp Human Services

Salary: $14.00-$17.00 per hour

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

Application Deadline: November 25, 2020 by 5:00 pm

Applications are available at all Tribal Offices or on the Internet at 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 or by contacting the Human Resource Director, Telephone (530) 493-1600 ext. 2041, Fax: (855) 437-7888, Email: vsimmons@karuk.us

Position Description

Title: Family Services Receptionist/ Temporary

Reports To: Human Services Office Manager or designee

Location: Happy Camp Human Services

Salary: $14.00 - $17.00 per hour

Summary: Shall greet, escort, and interview incoming clients/community members to obtain or update required information. Shall answer and route telephone calls and respond to telephone and in person requests for information. Must be knowledgeable of policies, procedures and clients rights and shall so advise clients. Shall encourage clients to adhere to appropriate behavior as described in the policy on client conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire team 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.

Classification: Temporary, Full Time, Regular, Non Exempt

Responsibilities:
1. Shall proficiently schedule, reschedule, and cancel client appointments using RPMS, the client 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., Medicaid, 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 clients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on RPMS.

5. Shall appropriately provide clients with the required intake forms, and assist them in completing them as needed.

6. Shall effectively advocate acceptable client 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 front office phone, as needed or instructed.

9. Shall efficiently contact clients to confirm appointments, notify them of unavoidable delays or cancellations and to send out appointment reminders.

10. Shall assist and route medications refills as appropriate.

11. Competently and timely sort incoming mail and messages into distribution boxes, and shall process outgoing mail.

12. Shall provide office support for example; typing, filing, logging in mailetc.

13. Shall maintain the confidentiality, security, and physical safety of client's health and other records at all times.

14. Is available for local and out of the area travel as required for job related training.

15. 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.

17. Shall assist Behavioral Health clients with coordination of transportation as needed.

18. Shall work an alternate work schedule as needed to provide for client and program needs.

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 skills and knowledge of Microsoft programs. .

3. Must possess excellent telephone skills and make a positive first impression on clients and visitors to the clinic.

4. Must possess a valid driver's license, good driving record, 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, 10/08/2015, 10/11/2018, 2/27/20

Chairman's Signature: _____

Employee's Signature: _____