
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

Vacancy Announcement

Title: Human Services Receptionist

Reports To: Human Services Office Manager or designee

Location: Happy Camp, CA

Approved Office Location: Does not qualify

Salary: \$21-\$28.00 per hour/DOE

Summary: Greets, escorts, and interviews incoming clients/community members to obtain or update required information. Answers and routes telephone calls and responds to telephone and in person requests for information in a sensitive and confidential manner. Must be knowledgeable of policies, procedures and client's rights and shall so advise clients. Encourages clients to adhere to appropriate behavior as described in the policy on client conduct. Schedules and cancels appointment using the Electronic Records System (RPMS). Works with the entire team to promote a positive attitude and an environment of client-centered service, continuous quality improvement, compliance with Accreditation Association for Ambulatory Health Care's (AAAHC) Ambulatory Healthcare Standards and other statutory requirements.

Classification: Full Time, Regular, Non-Exempt

Application Deadline: Open Until Filled

Applications are available at all Tribal Offices or on the Internet at 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 or by contacting the Human Resources Department at: Telephone: (530) 493-1600 ext. 2038 or ext. 2038, Fax: (855) 437-7888, or Email at humanresources@karuk.us

Position Description

Title: Human Services Receptionist

Reports To: Human Services Office Manager or designee

Location: Happy Camp or Yreka, CA

Approved Office Location: Does not qualify

Salary: \$21-\$28.00 per hour/DOE

Summary: Greets, escorts, and interviews incoming clients/community members to obtain or update required information. Answers and routes telephone calls and responds to telephone and in person requests for information in a sensitive and confidential manner. Must be knowledgeable of policies, procedures and client's rights and shall so advise clients. Encourages clients to adhere to appropriate behavior as described in the policy on client conduct. Schedules and cancels appointment using the Electronic Records System (RPMS). Works with the entire team to promote a positive attitude and an environment of client-centered service, continuous quality improvement, compliance with Accreditation Association for Ambulatory Health Care's (AAAHC) Ambulatory Healthcare Standards and other statutory requirements.

Classification: Full Time, Regular, Non-Exempt

Responsibilities:

1. Schedules, reschedules, and cancels client appointments using RPMS, the client registration and appointment scheduling modules.
2. Provides daily appointment schedules to each applicable clinical staff member.
3. Collects billing information, e.g., Medicaid, 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. Registering clients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on RPMS.
5. Provides clients with the required intake forms, and assist them in completing them as needed.
6. Advocates and ensures acceptable client conduct in the lobby and shall keep lobby and restroom neat.

7. Answers 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. Contacts clients to confirm appointments, notify them of unavoidable delays or cancellations and to send out appointment reminders.
10. Assist and route medication' refills as appropriate.
11. Sorts incoming mail and messages into distribution/voicemail boxes, and processes outgoing mail.
12. Provides office support for example; typing, filing, logging in mail, etc.
13. Maintains the confidentiality, security, and physical safety of client's health and other records at all times.
14. Available for local and out of the area travel as required for job related training.
15. Is polite and maintains a priority system in accepting other position related job duties as assigned.
16. Assists Behavioral Health clients with coordination of transportation as needed.
17. May 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 excellent computer skills and knowledge of Microsoft Office Suite of products; knowledge of EHR desired.
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 Tribe's confidentiality and Health Information Portability and Accountability Act (HIPAA) policies.
6. Must become certified and remain current in infant, child, and adult Cardiopulmonary Resuscitation (CPR) and First Aid within 6 months of employment.
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 Tuberculosis (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.

Committee Approved: _____

Employee's Signature: _____