
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:	Medical Clinic Receptionist
Reports To:	Clinic Manager
Location:	Happy Camp, CA
Assigned Work Location:	Medical Clinic
Salary:	\$ 21.00 - \$30.00 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. Answers and routes telephone call(s), responds to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures, laws, medical terminology, ordinances and patient rights and able to advise patients and their families. Encourages patients to adhere to appropriate behavior as described in the Health and Human Services (HHS) Policy on patient conduct. Schedules, reschedules and cancels appointments using the eClinical Works (eCW). Documents, registers, or updates patient registration, insurance, and identification in eCW. 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 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 Resources, Telephone (530) 493-1600 ext. 7034 / 2043, Fax: (855) 437-7888, Email: humanresources@karuk.us

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POSITION DESCRIPTION

Title: Medical Clinic Receptionist

Reports To: Clinic Manager

Location: Yreka, CA/Happy Camp, CA/Orleans, CA

Assigned Work Location: Medical Clinic

Salary: \$ 21.00 - \$30.00 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. Answers and routes telephone call(s), responds to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures, laws, medical terminology, ordinances and patient rights and able to advise patients and their families. Encourages patients to adhere to appropriate behavior as described in the Health and Human Services (HHS) Policy on patient conduct. Schedules, reschedules and cancels appointments using the eClinical Works (eCW). Documents, registers, or updates patient registration, insurance, and identification in eCW. 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 (AAAHHC) and other statutory requirements.

Responsibilities:

1. Retrieves and screens incoming patient calls with patience and kindness. Answers the telephone and routes call(s), responding to requests for information. Records and take messages as appropriate.
2. Schedules, reschedules, and cancels patient appointments using eCW (Electronic Clinical Works), as well as the patient registration and appointment scheduling modules.
3. Provides daily appointment schedules to each clinical staff member.
4. 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.
5. Registers new patients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information in eCW.
6. Provides patients with the required intake forms, and assist them as needed.
7. Advocates acceptable patient conduct in the lobby and ensures the lobby and restrooms are being kept clean, sanitized and orderly.

8. Contacts patients to confirm appointments, notifies them of unavoidable delays or cancellations and sends out appointment reminders.
9. Assists patients with medication refills, 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 eCW and Health Information Management (HIM).
13. Maintains the confidentiality, security, and physical safety of patient's health records at all times.
14. Adheres to Tribe's and Program's confidentiality and personnel policies.
15. Be available for local and out of the area travel as required for job related training and various activities.
16. Attends all required meetings, trainings and functions.
17. Be polite and maintain a priority system in accepting other job-related duties, as assigned.

Qualifications:

1. Experience working in a medical office, specifically as a front office staff and knowledge of processing insurance verifications is highly desired.
2. Demonstrated ability to work effectively with Native American youth and family members in culturally diverse environments.
3. Displays the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to manage time well and work under stressful conditions with an even temperament.
5. Demonstrated ability to understand and follow oral and written instructions.
6. Demonstrates ability to use a variety of computer programs and in particular understand, and when necessary, operates software such as Windows 10 and MS Office Suite applications.
7. Demonstrates strong organizational skills, be able to prioritize duties and ensure timely completion of tasks.

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 adhere to the confidentiality Health Insurance Portability and Accountability Act (HIPAA) policies
5. Must become certified and remain current in infant, child, and adult Basic Life Support (BLS), Cardiopulmonary Resuscitation (CPR) and First Aid.
6. 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 Nation Centers for Disease Control (CDC) guidelines as required. Must have an annual health exam and a Flu or exemption as required.
7. Must successfully pass a Pre-employment drug screen test and be willing to submit to a criminal background check.
8. Must be a self-starter, well organized, and willing to learn new skills.

9. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
10. Must successfully pass a pre-employment drug screening test.
11. Must adhere to required pre-employment background check, crim check and FBI fingerprints. Additionally, (IF applicable): Investigation of character as required by the Indian Child Protection and Family Violence Act (ICPFVP). The minimum standards require an investigation that shall include: a check of fingerprint files of the Federal Bureau of Investigation (FBI) and to appropriate local law enforcement agencies. The applicant must not have been found guilty of, or entered a plea of no contender or guilty plea to any felonious offenses or two or more misdemeanor offense under Federal, State, or Tribal law involving crimes of violence; sexual assault, molestation, exploitation, contact or prostitution; crimes against persons; an offense committed against children.

Tribal Preference Policy: In accordance with the 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: April 23, 2026

Employee Signature: _____ **Date:** _____

Form Approved by Council 11/20/25