



## Saik'uz First Nation Job Description

<b>Position Title:</b>	<b>HEALTH RECEPTIONIST / PATIENT TRAVEL</b>			
<b>Department:</b>	Health			
<b>Position Title of Supervisor:</b>	Health Manager			
<b>Location:</b>	Heath Centre			
<b>Position Type:</b>	<input checked="" type="checkbox"/> Full time	<input type="checkbox"/> Part time	<input type="checkbox"/> Probation	<input type="checkbox"/> Developmental
<b>Hours of Work:</b>	8:30am – 4:00pm			
<b>Date the Position was Documented:</b>	September 23, 2020			
<b>Pages:</b>	2			

\* This description is a general statement of required major duties and responsibilities performed on a regular and continuous basis. It does not exclude other duties as assigned.

### Summary of the Position

The Health Receptionist / Patient Travel is responsible for providing excellent customer service and performing all administrative duties proficiently, according to policy, while assisting patients and maintaining the upmost confidentiality; ensuring a positive patient and family experience.

### Essential Duties and Responsibilities

\*Other duties as needed will be assigned by Health Manager.

- Perform reception duties such as receiving patients, parents/guardians and/or visitors and directing them to appropriate areas/professionals; answer, screen, and redirect telephone inquiries; take telephone messages when necessary and respond to general inquiries following established policies and procedures regarding the release of client information.
- Ensure the accuracy of all information.
- Prepare expense claim forms patient travel for Saik'uz First Nation members, related billing and reimbursements when requested, and sends to appropriate department for processing.
- Complete data entry in a timely and accurate manner.
- Submit invoices to the appropriate head office department.
- Screen incoming mail, prioritizing and distributing items for the attention of appropriate health care professional and prepare outgoing mail for pick-up and arranges for courier service as needed.
- Perform other related duties as required.

### Position Qualifications (Knowledge, Skills & Abilities)

- Minimum of Grade 12 or an equivalent combination of education, training and experience.
- 2 year's recent, related experience or an equivalent combination of education, training, and experience.
- MOA / Office Administration preferred.
- Always greet patients in a welcoming and professional manner.
- Excellent organizational, interpersonal, communication, and writing skills. Dated notes are timely, clear, contain appropriate, and required/necessary information. Documentation and/or phone calls both externally and internally are accurate and timely. Responses to faxes and emails are timely.



# Saik'uz First Nation Job Description

- Strong ability to work independently as well as a member of a team.
- Experience as an intermediate/advanced user of the Internet and software applications such as Word, Excel, etc.
- A valid BC Driver's License and a reliable vehicle.

## Special Considerations for Position Working Conditions/Physical Effort

- This is a full-time position, 70 hours bi-weekly on a year-round basis. Normal hours are 8:30 am to 4:00 pm or as scheduled but it is expected that the incumbent manages workload and demand to maximize service to Saik'uz First Nation.
- The position does not compensate for overtime, however, compensatory time off for overages of hours of work can be taken with the permission of the General Manager.

## Position Deliverables, Performance Expectations & Accountability

<b>Daily Report</b>	Daily performance and tracking reports.
<b>Weekly Report</b>	Submit a monthly summary report of office activity, staff travels, equipment inventory, supporting documentation, etc.

## Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all the essential functions of this position.

I agree to comply with the policy manual and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of **Saik'uz First Nation**. All employees are required to adhere to the values in all their interactions with people in general and fellow employees. I understand that I'm subject to the Saik'uz First Nation's Code of Conduct during the term of my employment.

I have received a copy of my job description.

---

Name and Signature

---

Date