

# JOB POSTING

## RECEPTIONIST – PATIENT TRAVEL CLERK

### JOB SUMMARY

Reporting to the Health Director, the Receptionist - Patient Travel Clerk (RPTC) is responsible for the delivery of all services related to reception and patient travel. The RCTP provides front desk services such as greeting and referring people to appropriate health staff, scheduling health/medical appointments at the Kwakiutl Health Centre. The patient travel responsibilities involve facilitation/coordination of transportation needs for clients requiring medical transport. The RPTC liaises with community members, physicians, Island Health and FNHA to administer the medical transportation program. The RTCP also provides administrative office support to the Health Director and other health staff members.

**This is a 1-year term position pending the return of a staff member on leave. The Kwakiutl Band Council (KBC) reserves the exclusive and unilateral right to amend this job description at any time, for any purpose. Such amendments may include (but are not limited to) reduced hours, material changes in job duties, or immediate elimination of this job altogether.**

### DUTIES / RESPONSIBILITIES

- Answering multi-phone lines, transferring calls, and taking messages
- Greeting visitors, processing inquiries and directing to appropriate staff
- Processing purchase orders, cheque requisitions and timesheets in a timely manner
- Administering Kwakiutl Health Facilities schedule and rentals (if required)
- Processing incoming and outgoing mail (incl. overnight delivery services)
- Maintaining coffee station
- Maintaining standard Kwakiutl Health Centre filing systems
- Assist Health staff with eMR filing system while adhering to confidentiality policy
- Developing and maintaining a Kwakiutl Band Membership access database
- Managing and monitoring a records management system and electronic medical software
- Assisting health staff with data collection
- Participating in staff meetings on Occupational Health and Safety
- Manage agenda and minutes of weekly staff meetings
- Develop and maintain all KHC program brochures and staff business cards
- Coordinat all Health staff's articles/program announcements for KBC newsletters and social media
- Working knowledge of and coordinating inventory control, repair and maintenance of all office equipment, vehicles and furniture
- Managing inventory control of all office and janitorial supplies
- Providing financial administrative support to the Health Director
- Working with other staff as required
- Must adhere to all Kwakiutl First Nation policies and procedures
- Any other relevant duties that may be assigned from time to time by the Health Director
- FNHA Medical Transportation – Responsible for all medical transportation
- Maintain and ensure that the strategy for health information Panorama eMR policies and requirements are being followed
- The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

## REQUIREMENTS

- Medical Office Assistant Certificate, or Administrative Certificate, or an appropriate combination of education (minimum Gr. 12 or equivalent is required), experience and training
- Legally entitled to work in Canada
- Experience in Receptionist or Patient -Travel roles are a definite asset
- Superior computer/keyboarding skills in all office applications (testing may be required)
- Knowledge of the Kwakiutl community, culture and language are assets
- Successful vulnerable criminal records check is mandatory
- Valid BC Driver's License and reliable vehicle is preferred
- Excellent telephone etiquette, multi-tasking skills
- Ability to work independently or as part of a team
- Ability to prioritize and excellent time management
- Excellent interpersonal and communication skills
- Must have initiative and desire to get the job done
- Able to work with little supervision
- Goal orientated

**Compensation:** Competitive (optional pension & benefits after 3 months)

**Competition Closes:** Open until filled – position to start asap

**Job Status:** Full-Time, 1-Year, Term Position

*Onsite skill-testing will be required as part of the recruitment process.*

*For a copy of the job description, please send e-mail request to: [hr@kwakiutl.bc.ca](mailto:hr@kwakiutl.bc.ca)*

*We thank all applicants for applying, however, only short-listed candidates will be contacted for interviews.*



Please forward your cover letter and resume with “**Reception & Patient Travel Clerk**” in the subject line of your e-mail to:

**Dwayne Worthing, Director of Human Resources  
Kwakiutl Band Council  
99 Tsakis Way, Box 1440, Port Hardy, BC, V0N 2P0  
[hr@kwakiutl.bc.ca](mailto:hr@kwakiutl.bc.ca)**