SAIK'UZ FIRST NATION

ADMINISTRATIVE RECEPTIONIST & PATIENT TRAVEL CLERK

Supervisor: Health Manager
Term: Permanent, Full-time

Job Summary

As the Administrative Receptionist & Patient Travel Clerk for the Saik'uz Health Centre, you will be the first point of contact for Saik'uz members, patients, families, and visitors accessing health services. In this role, you will provide professional reception and administrative support while coordinating patient travel services and helping members access eligible First Nations Health Authority (FNHA) benefits. You will help ensure community members receive timely and respectful service, maintain accurate records, and support the smooth operation of the Health Centre while upholding strict confidentiality.

Duties & Responsibilities

- Greet patients, family members, visitors, and business representatives and direct them to the appropriate staff member or service.
- Answer and manage multi-line telephone systems, screen and direct calls, respond to routine inquiries, and take accurate messages.
- Receive and assist clients with accessing health services in a professional and welcoming manner.
- Distribute incoming mail and support general administrative operations.
- Review member information and determine eligibility for FNHA Non-Insured Health Benefits (NIHB).
- Explain patient travel eligibility requirements and available benefits to members.
- Provide information and resources regarding the appeal process for NIHB and patient travel decisions.
- Verify eligible medical appointments and travel schedules.
- Coordinate and support medical travel arrangements for patients requiring care outside the community in accordance with FNHA policies.
- Arrange accommodations, meal allowances, and other approved travel supports for eligible clients.

- Prepare and submit documentation to ensure patient travel expenses are processed and paid appropriately.
- Track, maintain, and update patient travel records and related reports.
- Organize, maintain, and file confidential patient information and records.
- Prepare activity reports that meet FNHA reporting requirements.
- Participate in professional development and training opportunities as directed by the Health Manager.

Qualifications & Skills

- Medical Office Assistant Certificate, or an equivalent combination of education and experience, including a minimum Grade 12 education.
- Computer literate, including proficiency with Microsoft 365 applications and office software, and able to type a minimum of 40 words per minute.
- Excellent telephone etiquette and customer service skills.
- Strong interpersonal, written, and verbal communication abilities.
- Ability to manage multiple tasks and competing priorities.
- Strong time-management and organizational skills.
- Ability to work effectively work independently with minimal supervision as well as collaboratively within a team environment.
- Professional demeanour with strong tact, diplomacy, and confidentiality practices.
- Successful Criminal Record Check, including a Vulnerable Sector Check.
- Knowledge of Saik'uz First Nation culture and language an asset.

Salary & Benefits

Wage: $19-$22/hour (experience/qualifications dependent)
Benefits: Medical and dental coverage (after 3-month probation), pension plan
Paid leave: Vacation days, cultural days, and rotating Fridays during summer

To apply, submit a copy of your resume to the Band Office (135 Joseph Street) or via email at resume@saikuz.com. If submitting via email, include the position title in the subject line.

Preference will be given to qualified Indigenous applicants as per Section 41 of the Human Rights Code.

We thank everyone for their interest; however,
only those selected for interview will be contacted.