



Sioux Valley Dakota Nation

Employment Opportunity

Health Centre

Receptionist

Full-time, Permanent

About the Role: We are seeking a professional and welcoming Receptionist to serve as the first point of contact at the Sioux Valley Health Centre. This role is essential in creating a positive patient experience while supporting the daily administrative and operational needs of the Health Centre. The Receptionist provides front-desk support, appointment scheduling, administrative assistance, and ensures patient confidentiality is always upheld in accordance with privacy legislation and Health Centre policies

Key Responsibilities:

- Greet patients, visitors, and staff in a friendly, professional, and respectful manner.
- Respond to inquiries and direct patients to appropriate departments or services.
- Schedule, confirm, and reschedule patient appointments using the Health Centre's booking system.
- Maintain accurate provider schedules to ensure smooth clinic operations.
- Answer incoming phone calls, route calls appropriately, and take detailed messages.
- Manage email inquiries and ensure timely, professional communication.
- Accurately enter and update patient information in the electronic medical records (EMR) system.
- Organize and maintain patient files, forms, and documentation in compliance with confidentiality standards.
- Assist patients with insurance verification, forms, and billing inquiries as required.
- Support billing processes and assist with payment processing when needed.
- Monitor and maintain office supply inventory and place orders as required.
- Receive, sort, and distribute incoming mail and prepare outgoing correspondence.
- Address patient concerns or complaints professionally and escalate issues when appropriate.
- Follow all Health Centre safety protocols and assist in maintaining a clean and organized front desk area.
- Provide general administrative support and assist with special projects as needed.

Qualifications:

- High school diploma or equivalent required.
- Additional certification in office administration, healthcare administration, or a related field is an asset.
- Minimum one (1) to two (2) years of experience in a receptionist or administrative role, preferably in a healthcare setting.
- Familiarity with medical terminology and patient care procedures is an asset.
- Proficiency with Microsoft Office (Word, Excel, Outlook) and electronic medical record (EMR) systems.
- Strong verbal and written communication skills.
- Excellent customer service and interpersonal skills.
- Strong organizational skills and ability to multitask in a fast-paced environment.
- High level of professionalism, discretion, and attention to detail.

Submit Cover letter and Resume indicating Competition Number: **202605**

Human Resources Department

Sioux Valley Dakota Nation

P.O. Box 38

Griswold, Manitoba R0M 0S0

This opportunity is open to all applicants; however, preference will be given first to citizens of Sioux Valley Dakota Oyate. We thank all those who apply, but only those selected for an interview will be contacted. For full Job description, please email hrrapplications@svdngovernance.com to request a copy.



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