San Pasqual Economic Development Corporation
Job Vacancy

Position Title: Medical Receptionist	**Posting Date: 10/22/2026**
Position Reports to: Clinic Administrator	**Employment Category: Full-Time/Non-Exempt**
Salary: Commensurate with Experience	**Closing Date: Until Filled**

POSITION SUMMARY

The Medical Receptionist serves as the first point of contact for patients and visitors at the San Pasqual Health Clinic, providing professional, courteous, and efficient customer service. The Medical Receptionist is responsible for supporting daily front-office operations, including patient check-in and check-out, appointment scheduling, patient registration, maintenance of patient information, and assisting with administrative tasks. This position works collaboratively with healthcare providers and other clinic staff to ensure efficient operations and a positive patient experience while maintaining patient confidentiality in accordance with applicable laws, regulations, and established San Pasqual Health Clinic policies and procedures.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Greets patients and visitors in a professional, courteous, and welcoming manner, ensuring a positive patient experience.
- Answers telephone calls, responds to general inquiries, takes messages, and directs calls to appropriate clinic personnel.
- Schedules, confirms, reschedules, and cancels patient appointments while coordinating provider schedules to ensure efficient clinic operations.
- Performs patient check-in and check-out procedures, including verifying appointments, updating patient information, and providing necessary forms and instructions.
- Collects, verifies, and updates patient demographic, contact, and insurance information to ensure accurate registration and records.
- Maintains accurate, complete, and confidential patient records, including entering and updating information in the Electronic Health Record (EHR) system.
- Verifies patient insurance eligibility and benefits and assists with obtaining necessary information for billing and claims processing.
- Collects copayments and other patient payments, issues receipts, and maintains accurate payment records in accordance with established clinic procedures.
- Prepares, organizes, and maintains patient registration forms, correspondence, and other administrative documentation.
- Coordinates with physicians, nurse practitioners, medical assistants, and other clinic staff to ensure efficient patient flow and communication.
- Notifies appropriate clinical staff of patient arrivals, appointment delays, and urgent patient concerns to support timely and efficient patient care.

- Communicates appointment information, scheduling changes, and general clinic instructions to patients and healthcare staff.
- Maintains an organized, clean, and professional reception and waiting area.
- Handles patient concerns and inquiries professionally and refers matters requiring clinical assistance or management attention to appropriate personnel.
- Demonstrates cultural sensitivity and respect for Tribal traditions, values, and the diverse backgrounds of patients and their families.
- Maintains patient confidentiality and safeguards protected health information in accordance with HIPAA, applicable privacy regulations, and Tribal policies.

Note: Nothing in this job posting restricts management's right to assign or reassign applicable duties and responsibilities for this position at any time.

QUALIFICATIONS, SKILLS, AND EXPERIENCE

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent.
- Must be at least eighteen (18) years of age.
- Must complete HIPAA privacy and security training upon hire and annually thereafter, in accordance with applicable laws and Tribal policies.
- Must possess a valid state driver's license.
- Must successfully pass a comprehensive background investigation, including a Public Law 101-630 background investigation, as applicable, and pre-employment and random drug testing in accordance with Tribal policy.

REQUIRED KNOWLEDGE, SKILLS, AND COMPETENCIES

- Knowledge of general office procedures, administrative practices, and customer service principles.
- Ability to provide professional, courteous, and compassionate customer service to patients and visitors.
- Ability to communicate effectively, both verbally and in writing, with patients, healthcare providers, and clinic staff.
- Ability to maintain accurate patient records and handle confidential information in accordance with HIPAA and Tribal policies.
- Ability to operate standard office equipment, including computers, telephones, printers, and scanners.
- Proficiency in Microsoft Office applications and the ability to learn Electronic Health Record (EHR) systems.
- Strong organizational skills with the ability to prioritize tasks, manage multiple responsibilities, and work efficiently in a fast-paced healthcare environment.
- Ability to schedule appointments, maintain accurate records, and perform data entry with attention to detail.
- Ability to handle patient concerns and difficult situations professionally and with discretion.
- Ability to work independently and collaboratively as part of a healthcare team.
- Ability to demonstrate cultural sensitivity and respect for Tribal traditions, values, and diverse patient populations.

PREFERRED EDUCATION AND EXPERIENCE:

- One (1) year of experience in a medical office, healthcare clinic, physician's office, or similar healthcare setting.
- Previous experience in patient registration, appointment scheduling, or medical office administration.
- Completion of a medical office administration, medical receptionist, or related training program.

PREFERRED KNOWLEDGE, SKILLS, AND COMPETENCIES:

- Experience using Electronic Health Record (EHR) systems.
- Experience with medical billing, insurance claims, and payment processing.
- Bilingual in English and Spanish.
- Knowledge of healthcare privacy practices and patient confidentiality requirements.
- Familiarity with Tribal healthcare services and experience serving Native American communities.

WORK ENVIRONMENT

- Work is primarily performed in a healthcare clinic setting, including reception, patient registration, and administrative areas.
- May be exposed to infectious diseases, airborne particles, cleaning chemicals, and other potential workplace hazards.
- May encounter medical emergencies, emotionally stressful situations, and patients experiencing physical or emotional distress.
- Must follow established safety protocols, infection prevention and control procedures, and proper use of personal protective equipment (PPE), as applicable.
- The noise level in the work environment is generally moderate.

PHYSICAL REQUIREMENTS

- Must be able to stand, walk, and sit for extended periods of time.
- Must be able to frequently use hands and fingers to operate computers, telephones, and other standard office equipment.
- Must be able to occasionally bend, stoop, kneel, crouch, and reach with hands and arms.
- Must be able to occasionally lift and/or move up to twenty-five (25) pounds, with or without reasonable accommodation.

Individuals interested in applying for this position may submit their resume by email to hr@sanpasqualtribe.org or apply in person at 16400 Kumeyaay Way, Valley Center, CA 92082.

In accordance with the San Pasqual Band of Mission Indians' Policies and Procedures, preference in hiring, transfers, and promotions shall be given to qualified applicants in the following order: 1. San Pasqual Band of Mission Indians Tribal Members. 2. Spouse of an enrolled Tribal Member who contributes to the household 3. San Pasqual Band of Mission Indians Lineal Descendants. 4. Other Native Americans 5. Non-Native Americans