



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Medical Receptionist

OPEN: May 4, 2026

EXEMPT: No

SALARY: (8) \$23.05-25.96/hr. DOE

SHIFT: Day

LOCATION: SWMS

DURATION: Regular Full Time

CLOSES: May 15, 2026

JOB CODE:

DIVISION: Policy

DEPARTMENT: SWMS

SUPERVISOR: Executive Assistant

VACANCIES: 1

JOB SUMMARY: The Medical Receptionist serves as the first point of contact for patients, visitors, and staff while also managing the organization, security, and maintenance of patient records. This dual-role position is essential in creating a welcoming, respectful, and culturally responsive environment while ensuring compliance with all legal, ethical, and regulatory standards in a secure withdrawal management setting. The position supports front desk operations, administrative functions, and medical records management to promote efficient and compliant program operations.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

Front Desk & Reception Duties:

1. Greet patients, visitors, and staff in a professional, respectful, and culturally responsive manner.
2. Answer, screen, and direct incoming phone calls; take accurate messages and route inquiries appropriately.
3. Manage front desk operations, including visitor check-in/check-out procedures and protocols.
4. Monitor facility access and follow established safety and security procedures.
5. Respond calmly and appropriately to individuals in crisis or distress and notify clinical staff as needed.
6. Maintain a clean, organized, and welcoming reception area.
7. Inspect, manage and document personal items delivered on behalf of patients following approved policies and procedures.

Medical Records Duties:

1. Review and maintain patient records for completeness and accuracy.
2. File documentation into patient charts and electronic health records in a timely manner.

3. Process and securely store or dispose of records according to retention schedules and regulations.
4. Prepare copies of records upon receipt of properly completed release forms.
5. Safeguard records from loss, damage, or unauthorized access.
6. Maintain a clean, secure, and organized file room.

Administrative & Team Support:

1. Perform data entry, filing, copying, and scanning.
2. Maintain inventory of office supplies and assist with ordering as needed.
3. Communicate effectively with multidisciplinary team members to support daily operations.
4. Consult with supervisors and team members to resolve issues related to records or front desk operations.
5. Maintain strict confidentiality of all patient information in compliance with HIPAA and 42 CFR Part 2.
6. Attend required trainings and workshops.
7. Uphold the mission, values, and cultural standards of the Lummi community and Tribal health services.
8. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or GED required; Associate's degree preferred.
- One (1)–two (2) years of experience in a healthcare office, medical records, or administrative role required.
- Experience with Microsoft Office (Word, Excel, Outlook).
- Must possess a valid Washington State Driver's License and meet eligibility requirements for tribal insurance. *Preferred*
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of general office procedures, front desk operations, and records management systems.
- Understanding of confidentiality laws, including HIPAA and 42 CFR Part 2.
- Strong interpersonal and customer service skills with a compassionate, respectful approach.
- Effective verbal and written communication skills.
- Strong organizational, time-management, and multitasking abilities.
- Attention to detail and accuracy in records management.
- Ability to work independently and exercise sound judgment.
- Ability to de-escalate tense situations and respond effectively to individuals in crisis.
- Familiarity with electronic health record systems and data entry processes.
- Awareness of culturally responsive practices, particularly within Tribal and community-based services.
- Physical ability to reach, bend, stoop, and lift up to 50 pounds as needed.

WORK ENVIRONMENT & CONDITIONS:

- Work is performed in a secure detox setting with potential exposure to patients in acute distress.
- Flexible scheduling may be required, including evenings and weekends.
- Culturally diverse environment emphasizing respect, humility, and collaboration.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol-Free Workplace Policy.
- Position requires Criminal Background Check.
- Must have or be willing to obtain HIV/AIDS and airborne pathogens training (8-hour course).
- Must have or be willing to obtain CPR certification.
- Must adhere to all agency policies and act as a role model for compliance.
- Must be willing to travel for training and professional development.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.

