



Penticton Indian Band

841 Westhills Drive
Penticton, British Columbia V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

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October 28, 2025

Employment Opportunity

The Penticton Indian Band (PIB) is currently seeking an ambitious and qualified individual to fill the following position:

Position Title:	Medical Office Assistant/ Reception	Pay Rate:	\$ 24.00 – 37.00/hr (based on credentials and experience)
Department:	Health	Classification:	7 / Administrative
Status:	Full-time; Permanent	Hours of work:	35 hours per work
Responsible To:	Associate Health Manager, and Community Nursing Lead		
Location(s):	198 Outma Sqilxw Place, Penticton, British Columbia, Canada V2A 0E8		
Deadline:	November 14, 2025		

Job Summary:

The Snxastwilxtn Centre Medical Office Assistant (MOA)/receptionThe MOA will provide essential administrative and clinical support, ensuring the smooth and efficient operation of health services for the community. This role involves managing patient records, scheduling appointments, assisting healthcare providers, and maintaining a welcoming, clean, and safe environment. In addition, this position will support and guide patients requiring travel health services, ensuring they receive comprehensive and culturally sensitive care. The successful candidate will be organized, compassionate, and collaborative, with a focus on community wellness, confidentiality, and respect for Syilx Okanagan traditions and practices.

Core Competencies:

- Certified Medical Office Assistant/Administrator
- Professional and respectful interactions, at all times, even in difficult or challenging situations.
- Knowledge of the FNHA Medical Transportation policies and requests.
- Answer and transfer calls to the appropriate staff member
- Knowledge of Health Information Privacy Regulations
- Knowledgeable of Electronic Medical Records (EMR) systems
- Efficient in Office Administration and organization
- Ability to work with multiple health care providers .
- Ability to navigate and advocate within complex systems of care

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Will work closely with the PIB Nursing Team, PIB NP and other various health care professionals
- Answer phones and other various office administration duties
- Scheduling appointments for both internal and external health care professionals including mobile clinics (Mammogram, Audiology etc.)
- Process patient travel documents as needed.
- Advocacy for all clientele pertaining to the services needed by professional service providers
- Answer health related inquiries (IE: how to get a PHN, how to access FNHA benefits etc....).
- Provide feedback on PIB Departmental/contractor Health and Safety Plans as required.
- Greeting patients, clients, community member and visitors to the health centre
- Utilize and maintain the Electronic Medical Records for charting purposes, including daily assigned tasks from various health professionals
- Assist with specimen collection and delivery
- Maintain medical equipment and supplies, re-order as needed

Specific Job Skills and Levels

- Excellent professional level communication skills, both written and verbal
- Knowledge of medical terminology
- Knowledge and experience with electronic medical records management
- Knowledge of Health Information Privacy Regulations
- Ability to work well in a team setting
- Ability to work independently
- Ability to thrive in a dynamic, evolving environment
- Good computer skills are required, 45+ wpm minimum typing skills
- Knowledge of and use of Microsoft Office programs (Excel, Word, Publisher, PP)
- Reporting/ Accountability to FNHA Medical Transportation
- Maintain rights of confidentiality and privacy

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Grade 12,
- Graduation from a Medical Office Administrator program from a recognized Community College

Other Certification, Licenses, Designations and/or Training

- Current Medical Office Assistance/Administrator Certification
- Office Administration /clerical training

Minimum Level of Experience

- One (1) year of recent related experience in a health care setting: or an equivalent combination of education, training and experience.

Assets

- Experience with MedAccess
- Experience in primary care
- Experience working within a First Nation Community

Working Conditions:

- Reception area of Snxastwilxtn Centre,
- Will work in a multi-disciplinary team of Health care professionals providing services to primarily Penticton Indian Band Community members.
- Majority of work done at Snxastwilxtn Centre with one- one or clinic-based client care, fast paced and daily client needs/changes and must adapt/problem solve quickly, team environment
- Available and flexibility to work evenings and weekends
- Ability to do other duties as required

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

*All Penticton Indian Band employees are encouraged to learn about the culture, language and customs of the Okanagan people and must be willing to continuously upgrade their skills and knowledge and further their formal education.

The Penticton Indian Band offers a competitive compensation and benefits package as well as a great team to work with and a respectful work environment. If you are qualified and looking for an exciting and rewarding career. Please send a resume and cover letter to the attention of:

**Armando O. Lopez, HR Manager
Penticton Indian Band**

Mail: 841 Westhills Drive **Fax:** (250) 493-2882
Penticton, BC V2A 0E8 **Email:** jobs@pib.ca
In Person: PIB Administration Offices – 841 Westhills Drive, Penticton, BC

The Penticton Indian Band provides equal employment opportunities to all, regardless of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, political belief, creed, disability that does not prohibit performance of essential job functions or that cannot be accommodated, or conviction for which a pardon has been granted. However, where two or more applicants have comparable or equivalent skills and qualifications, preference shall be given, in the following order, to persons with specific knowledge of and/or experience with Sn'Pink'tn(Penticton) language (N'syilxcen), culture, history and customs; persons of Aboriginal, Métis or Inuit ancestry; and all others. We thank all those who apply; however, only those candidates selected for interview will be contacted.