



# Penticton Indian Band

841 Westhills Drive

Penticton, British Columbia V2A 0E8

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

January 28, 2026

## Employment Opportunity

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

<b>Position Title:</b>	<b>Receptionist/Patient Travel Clerk</b>	<b>Pay Rate:</b>	\$ 24.00 – 37.00/hr (based on credentials and experience)
<b>Department:</b>	Health	<b>Classification:</b>	7 / Administrative
<b>Status:</b>	Full-time; Permanent	<b>Working Hours:</b>	35 hours per week
<b>Responsible To:</b>	Health Services Manager, Associate Health Manager		
<b>Location:</b>	Snxastwilxtn Centre, 198 Outma Sqilx'w Road, Penticton, BC, V2A 6J7		
<b>Closing Date:</b>	<b>February 12, 2026</b>		

### Job Summary:

The Snxastwilxtn Centre Receptionist/Patient Travel Clerk will be the first point of contact for all community members, visitors and guests that arrive to the Snxastwilxtn centre that includes accepting packages from a variety of delivery companies. The receptionist will answer, forward, return all incoming calls and provide office administrative support to the health dept which includes but is not limited to picking up/sending out mail, faxing, photocopying, laminating etc. The Patient Travel portion of the position is expected to and is responsible to provide confidential, respectful and compassionate care to all community members when they request medical/patient travel funding. In addition, this position will work closely with First Nations Health Authority (FNHA) – Medical/Patient Travel dept to ensure policy and funding are followed appropriately.

### Core Competencies:

- Ability to work in challenging situations in a professional and respectful manner
- Knowledge and competency related to the rights of privacy and confidentiality in a health care setting
- Ability to provide advocacy and support to clients, visitors and community members that visit the health centre.
- Efficient in Office administration, organization and task oriented
- Ability to multi-task in a busy office setting

### Duties/Responsibilities:

#### Job Responsibilities and Work Performed

- Pick-up, Sort and log-in all incoming and outgoing mail, parcels and cheques, at rare times faxes

- All persons employed by PIB may be required to assist in providing emergency services (duties as assigned during the emergency that may differ from regular duties)
- Answer all telephone calls, and transfer to appropriate staff members, take detailed messages as needed for staff as well as answering general inquiries related to programs and events.
- Keep an organized and tidy office supply room, re-stock as needed
- Support health care team as required and approved – administrative assistance such as creating posters, assist with events/programs flyers/agendas etc.
- Screen all visitors/guests before entering the building (Snxastwilxtn Health Centre)
- Make reservations for all Medical/Patient travel requests (flights, hotels, meals etc.) ensuring FNHA-MT and PIB policy are followed
- Provide all detailed itinerary to all clients that have requested medical/patient travel
- Strong advocacy for medical/patient travel clients
- Build relationships and advocacy with outside health providers to ensure they are working within our clients' MSP rights and services
- Create and update frequently a list of all health care providers that do take MSP coverage within our area and provide to community quarterly and includes flyer on process of access of MT/PT
- Composes and signs general correspondence such as appointment confirmations between clients and FNHA MT/PT including information requests (benefit exception requests)
- Record keeping of all MT/PT requests to ensure all monthly reporting to FNHA MT/PT is completed in a timely manner and is accurate.
- Oversees all room, van and bus bookings for the Snxastwilxtn health centre staff and building.
- Works with Custodian to ensure the health fleets are maintained for annual inspections, tire change overs and oil changes etc.
- At times it may be required to take minutes for meetings, create memos, forms and make copies and distributes as directed
- All MT/PT forms are up to date
- Assist Health team with photocopying, scanning and laminating items as requested

### **Specific Job Skills and Levels**

- Proven communication skills written and verbal
- 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
- Knowledge of and use of Microsoft Office programs (Excel, Word, Publisher, PP)
- Ability to work with difficult clients in a professional and respectful manner
- Knowledge of First Nations Health Authority Benefits, Medical/Patient Travel, Plan W, MSP (Blue Cross)

### **Qualifications/Requirements:**

#### **Minimum Academic/Educational Requirements**

- Grade 12

#### **Other Certification, Licenses, Designations and/or Training**

- Office/clerical training, or recent experience

## **Minimum Level of Experience**

- One-year recent related experience in a health care or professional office setting; or an equivalent combination of education, training, and experience.
- Typing speed 25 words per minute

## **Assets:**

- Experience working as a receptionist/secretary
- Experience working in a First Nations Community
- Experience with team building
- Awareness and experience working with FNHA Medical/Patient Travel

## **Working Conditions:**

- Reception area of Snxastwilxtn Centre, Penticton Indian Band
- Will work with MOA
- Will work in a multi-disciplinary team of Health care professionals providing services to primarily Penticton Indian Band Community members
- Safe and professional environment
- Drug & alcohol-free workplace
- Busy and stimulating
- Highly sensitive and confidential
- Extended periods of sitting and/or standing
- Manual dexterity required for use of desktop and peripherals

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 and 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](mailto: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.*