



**North Eastman Health Association Inc.  
Job Description**

**Receptionist/Clerk – Non Union**

**POSITION SUMMARY:**

The Receptionist/Clerk is responsible for providing general administrative and clerical support. In addition, the individual will also undertake responsibility for specific projects as assigned. The position requires the ability to provide confidential reception, secretarial and clerical duties and to maintain an excellent rapport with staff and the public.

**REPORTS TO:** VP Quality & Organizational Development

**Location:** Corporate Office, Pinawa

**Supervises:** Not applicable

**Union:** Non Union

**QUALIFICATIONS:**

**Education & Experience:**

- Completion of Grade 12 or equivalent.
- Business Administration certificate from a recognized college preferred.
- Accurate typing skills with a minimum speed of 60 wpm.
- Demonstrated proficiency in computer applications and in particular Microsoft Office and Excel.
- Two to three years related experience is required.

**Knowledge, Skills & Abilities:**

- Excellent communication skills.
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Demonstrated organizational skills.
- Ability to work under pressure and meet deadlines, thereby establishing priorities and completing assignments on time.
- Ability to work with minimal supervision and frequent interruptions.
- Ability to operate required equipment.
- Familiarity with medical terminology may be required.
- Bilingualism may be required. (Pine Falls site only).

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**POSITION DUTIES AND RESPONSIBILITIES:**

- The Corporate Office receptionist will be responsible for answering the telephone, referring calls and taking messages.
- Provide information to the public regarding programs and services, facilitating access to the appropriate health care programs as required.
- Provide clerical support for staff as assigned including typing, filing, faxing, copying and laminating.
- Responsible for purchasing and/or requisitioning office supplies and stationary and ensuring adequate supplies are maintained.
- Sorts and distributes incoming mail and inter site courier items.
- Maintains office equipment including repair calls.
- Other duties as assigned.

**Workplace Safety and Health**

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**Patient Safety**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
- Other duties as assigned.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Reviewed by:

\_\_\_\_\_  
Director, Human Resources

\_\_\_\_\_  
Date

DRAFT