



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

**Receptionist/ Clerk**

**Position Summary**

The Receptionist/ Clerk is responsible for providing general office functions and clerical support. The position requires the ability to provide a combination of reception and clerical duties and to maintain an excellent rapport with staff and the public. This position functions in a manner consistent with and supports the Mission, Vision and Values of the North Eastman Health Association.

**Reports to:** Manager, Business Office Services

**Location:** Various sites throughout the region

**Supervises:** Not applicable

**Union:** MGEU – Facility Support

Std. Grp. 103

**QUALIFICATIONS:**

**Education and Experience**

- Grade 12 graduate.
- Business Administration certificate from a recognized college preferred.
- Demonstrated proficiency in computer applications and in particular Microsoft Office programs and Momentum software.
- Two to three years related experience is required.

**Knowledge, Skills and 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, clients, public and Board Members.
- 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 operate required equipment.
- Ability to work with minimal supervision and frequent interruptions.
- Bilingualism may be required. (Pine Falls site only).

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**POSITION DUTIES AND RESPONSIBILITIES:**

- Responsible for answering the telephone, making appointments, room/equipment bookings, referring calls and taking messages.
- Provide clear and concise 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 preparation/ typing of routine correspondence, reports, minutes, forms and documents of a confidential nature.
- Performs general office functions (copying and faxes).
- Responsible for purchasing office supplies and ensuring adequate supplies are maintained.
- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Files correspondence, records and reports.
- Maintains office equipment. -Assist with equipment setup as required.
- Accounts Receivable: Prepare invoices and maintains accurate subledger accounts.
- Cash Receipts: Code and process cash receipts and petty cash paid out. Reconcile and deposit cash. Process credit card transactions.
- Assists or is responsible for the processing of accounts payable.
- May compile statistics for month end reporting.
- Provides assistance and coverage for other business office staff as required.
- Related 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.

Revised:

\_\_\_\_\_ Date

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Director, Human Resources

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