



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

**Receptionist/ Typist**

**POSITION SUMMARY:**

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

**REPORTS TO:** Business Office Supervisor

**UNION:** MGEU – Facility Support

**Std Grp.** 103

**QUALIFICATIONS:**

**Education & Experience:**

- Completion of Grade 12 or equivalent.
- Completion of a recognized secretarial course or combination of education and experience.
- Accurate typing skills with a minimum speed of 60 wpm.
- Proficiency in Microsoft Word and Excel.
- One to two 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.
- Clerical perception is necessary to proof read type written material, file correspondence and to organize daily work.
- 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).

**POSITION DUTIES AND RESPONSIBILITIES:**

- Responsible for answering the telephone, making appointments, 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 and/ or requisitioning office supplies and stationary and ensuring adequate supplies are maintained.
- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Maintains office equipment.
- File the correspondence, records and reports and be responsible for the central filing system.
- Maintain site library.
- May assist in staff scheduling.
- Responsible for recording equipment loans and repairs (crutches, canes, etc).
- Process cash receipts.
- Provides assistance and relief coverage for business office staff as required.
- Other duties as assigned.

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

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

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

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

**NOTE: Original Signed and Dated July 13, 2001**