



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

Receptionist

Position Summary

The Receptionist is responsible for maintaining a positive public image of the North Eastman Health Association Inc. by providing courteous and efficient reception services. This position functions in a manner consistent with and supports the Mission, Vision, Values & Guiding Principles 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. 102

QUALIFICATIONS:

Education and Experience

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

Knowledge, Skills and Abilities

- Excellent communication skills.
- Ability to operate required equipment.
- 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, Board Members, etc.
- Demonstrated ability to maintain confidentiality at all times.
- Demonstrated organizational skills.
- Ability to work with minimal supervision and frequent interruptions.
- Bilingualism may be required (Pine Falls site only.)

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 typing of routine correspondence, filing, copying and faxes.
- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- May assist with petty cash or cash receipts.
- Maintains office equipment.
- Responsible for purchasing office supplies and ensuring that adequate supplies are maintained.
- Provides assistance and coverage for other business office staff as required.

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