



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

Receptionist/ Clerk

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 a combination of reception, secretarial and clerical duties and to maintain an excellent rapport with staff and the public.

REPORTS TO: Business Office Supervisor

UNION: MGEU – Facility Support

QUALIFICATIONS:

Education & Experience:

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

Knowledge, Skills & 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, 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.
- 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 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.
- Shall file the correspondence, records and reports and be responsible for the central filing system
- Maintain site library.
- May assist in staff scheduling and shift replacements.
- Responsible for recording equipment loans and repairs (crutches, canes, etc.).
- Receives, receipts and deposits payments for regional billings and donations.
- Assists or is responsible for the processing of accounts payable.
- May be responsible for processing regional accounts receivable billings.
- May assist with the preparation and verification of bi-weekly payroll.
- May compile statistics for month end reporting.
- Provides assistance and 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