



POSITION DESCRIPTION

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| POSITION TITLE: | RECEPTIONIST CLERK |
| DEPARTMENT: | FINANCE |
| CLASSIFICATION: | RECEPTIONIST CLERK |
| UNION: | MGEU – FACILITY SUPPORT |
| STD GRP. # | 103 |

REPORTING RELATIONSHIPS

POSITION REPORTS TO: APPLICABLE FINANCE SUPERVISOR

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

Under the general direction of the applicable finance supervisor, the Receptionist Clerk is responsible for reception and telephone duties, providing clerical and other administrative support to the facility. The incumbent provides services in support of the business office such as typing, filing, handling of incoming and outgoing correspondence and data entry.

The position of Receptionist Clerk functions in a manner consistent with, and supports the mission, vision and values of the Interlake- Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for general reception and telephone answering duties.
- Provides clerical and administrative support as required.
- Acts as an information resource.

- Data entry in online systems.
- Compiles and maintains statistics.
- Process accounts receivable and cash receipts.
- Maintains and replenishes petty cash.
- Bank deposits.
- Responsible for fleet vehicles – mileage reports, schedules.
- Print and distribute daily sign in sheets and (next day) fax completed sheets back to scheduling.
- Print and distribute weekly unit schedules.
- Distribute the additional shifts posted for sign-up and (one week later) fax completed forms to scheduling.
- Maintaining telephone system administration.
- Books appointments.
- Provides general administrative services including typing of correspondence, minutes and agendas etc. as required.
- Types and formats reports, policies, pamphlets, forms, memo as required.
- Handles and sorts incoming mail and posts out-going mail.
- Maintains job posting board.
- Filing as necessary.
- Orders and maintains general office supplies.
- Maintains bookings for the Boardroom/meeting rooms.
- Maintains donation records.
- Assists with the maintenance of the security and confidentiality of all files located in the Business Office area.
- Maintains photocopiers and fax machines.
- Telehealth liaison

OTHER

- Performs other duties as assigned.
- Provides assistance and coverage for the business office staff as required.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade XII required.
- Graduate of a recognized administrative program required.

REQUIRED KNOWLEDGE:

- Bilingualism may be required (Pine Falls site only).

EXPERIENCE REQUIRED:

- Demonstrated competence in Microsoft Office and Dynamics required.
- Two to three years previous related experience with administrative functions in a Hospital or Personal Care Home preferred.

SKILLS/COMPETENCIES:

- Accurate typing skills with a minimum speed of 40 wpm required.
 - Good organizational and interpersonal skills with demonstrated ability to communicate effectively, both verbally and in writing with staff, outside agencies and the public.
 - Demonstrated ability to work with a variety of sensitive information and to maintain confidentiality.
 - Demonstrated ability to work independently and to maintain positive working relationships in a multi-disciplinary, team-based work environment.
 - Good physical and mental health to meet the demands of the position.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- 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. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: _____
Date

Revised: _____
May 2018
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.