



POSITION DESCRIPTION

POSITION TITLE: RECEPTIONIST – CORPORATE OFFICE

DEPARTMENT: HEALTH INFORMATION SERVICES

CLASSIFICATION: RECEPTIONIST

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL DIRECTOR, HEALTH INFORMATION SERVICES

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

The Receptionist is responsible for providing professional and courteous service to all customers when they enter the Interlake-Eastern Regional Health Authority Corporate Office. This includes management of the office switchboard, by providing assistance and effectively communicating information to staff. The incumbent is also responsible for general clerical duties to support the operations of the Corporate Office. This includes supporting 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 office reception, ensuring the delivery of professional and courteous customer service.
- Responsible for the office switchboard, ensuring callers are provided with the information requested or re-directed to appropriate areas.
- Responsible for the collection and distribution of incoming and outgoing mail including arrangement for any required courier services.
- Coordinates orders for the Interlake-Eastern Regional Health Authority Boutique, including receipt, distribution and inventory of merchandise.

- Responsible for assisting the Communications Department with notifications and mail-out material.
- Assists with the scheduling of meeting rooms at the Corporate Office.
- Responsible for purchasing supplies for the operations of Corporate Office.
- Manages the booking of the Corporate Office Fleet Vehicles.
- Collects and submits Maintenance Orders for the Corporate Office.
- Develops efficient contact lists and an electronic filing system for general office documents.
- Participates in special projects as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER:

- Other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade 12 or equivalent
- Completion of a recognized administrative assistant program preferred or combination of education and experience may be considered

EXPERIENCE REQUIRED:

- Minimum 1 year recent related experience required
- Experience with Microsoft Office

SKILLS/COMPETENCIES:

- Must be courteous, helpful and professional
 - Accurate typing skills with a minimum speed of 50 wpm
 - Mentally and physically able to perform duties as outlined
 - Excellent communication skills, both written and oral
 - Ability to work in a team environment with minimal supervision
 - Ability to organize and prioritize tasks in order of importance
 - Ability to maintain confidentiality
 - Given the cultural diversity of the region, the ability to communicate in more than one language would be considered an asset
 - Proficiency of both official languages is essential for target and designated bilingual positions
 - 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.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

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. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: _____
Date

Revised: _____
May 2017
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 job 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.