

SCHEDULE “A” – JOB DESCRIPTION

JOB TITLE:	MEDICAL RECEPTIONIST
PRIMARY FUNCTION:	The Medical Receptionist will be responsible for a wide variety of clerical office duties in support of the Doreen Potts Health Center. This includes coordinating and communicating office activities, greeting and screening visitors, answering and referring inbound telephone calls, scheduling appointments and scheduling medical transportation services.
REPORTING RELATIONSHIP:	This position reports to the Health Services Manager.

COMPETENCIES:

Accountability

- As a frontline worker, present a positive and professional image of the organization to all citizens, visitors, suppliers, inquiries, and other interactions.
- Greet and direct clients to appropriate health resources and / or services.
- Answer external and internal phone calls and transfer calls to the appropriate departments.
- Handle all correspondence, including: telephone, email, fax and mail.
- Provide administrative support and perform clerical duties.
- Scan, fax and / or mail documents as required.
- Schedule and confirm patient appointments / tests / follow-ups and manage physician schedules.
- Manage referrals as requested.
- Give registration forms to clients and ensure that they are properly filled out.
- Update and maintain electronic medical system.
- Analyze data and relevant information to: Compose reports, compile statistics, prepare letters, memos, and agendas.
- Share information collected from clients with the appropriate health team members.
- Administer and manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Maintain the reception in a tidy and presentable manner.
- Accept and monitor inbound shipments as necessary.
- Monitor inventory of supplies and materials and inform Health Services Manager
- Arrange for medical materials to be properly cleaned or disposed of.
- Make recommendations for policy and / or procedure improvements.
- Participate in meetings as requested.

Event Planning

- Assist with coordination of events at the Doreen Potts Health Center such

as meetings, seminars, workshops, special projects as required.

- Arrange and book meetings in boardrooms, off-site conference halls, and other locations; ensure the appropriate presentation equipment is available.

Planning & Organizing

- Coordinate the logistical aspects of departmental programs, such as scheduling and bookings for medical transportation.
- Arrange travel bookings via approved providers.

Resource Management

- Ensure the office supplies are adequately stocked and inform the Health Office Manager if materials are needed
- Maintain a tidy and presentable reception area.

Other Duties

- Professional Development – Willing to take training and continually update qualifications and knowledge.
- Act on behalf of the Health Office Manager, as requested.
- Other duties related to the Medical Receptionist position, as required.

QUALIFICATIONS:

- **REQUIRED:** Ontario Secondary School Diploma (or equivalent).
- **REQUIRED:** Knowledge Temagami First Nation values, culture, and traditions.
- **REQUIRED:** Ability to attain and maintain a cleared Canadian Police Information Centre (CPIC) check including the Vulnerable Sector (VS) check.
- Post-Secondary Certificate/Diploma in Office Administration is considered *an asset*.
- Experience working in an administrative setting; reliability/dependability is considered *an asset*.
- Excellent organizational skills and attention to detail.
- Excellent computer literacy including a working knowledge of Microsoft Office Suite products including Word, Excel, PowerPoint, and Outlook.
- Strong knowledge of general office procedures.
- Strong records maintenance skills to maintain databases, filing systems, and minutes management.
- Excellent ability to compose simple correspondence including memos, letters etc.
- Strong written and verbal communication skills.
- Excellent interpersonal and analytical skills.
- Strong typing skills.
- Able to work effectively in a team environment or independently.
- Knowledge of supplies, equipment, and/or services ordering, as well as

inventory control of these items.

- Ability to understand instructions in a variety of ways including written and verbal.
- Strong time-management skills.
- Strong interpersonal skills to interact with diverse groups of individuals with a professional and positive attitude.
- Valid Class 'G' Ontario Driver's License considered an *asset*.
- Valid First Aid and CPR Level C certification or willingness to obtain, is considered *an asset*.