

Receptionist

Full Time, Permanent

Annual Salary \$38,520- \$42,519

We are seeking a friendly and organized Receptionist to be the first point of contact for our Unattached Primary Care Clinic (UPCC), supporting unattached and patients at risk or experiencing homelessness. The Receptionist will play a vital role in ensuring smooth operations by managing appointments, coordinating communications, and providing support to the healthcare team. This role requires excellent customer service skills, as well as the ability to handle sensitive information with confidentiality and compassion.

Primary Responsibilities (not inclusive)

- Greet and assist patients, families, and visitors in a friendly and professional manner.
- Handle phone calls, emails, and in-person inquiries, directing them to the appropriate healthcare providers, administrative and management staff.
- Maintain accurate patient records, updating information in the electronic medical records (EMR) system.
- Assist patients with registration, intake forms, and general inquiries.
- Coordinate communication between patients, healthcare providers, and external services.
- Provide clerical support to the healthcare team, including filing, data entry, and other supportive services tasks, including scheduling of patient appointments, follow ups and ensuring efficient clinic flow.
- Ensure the reception area is clean, organized, and welcoming.
- Maintain patient confidentiality and privacy in all interactions.
- Provide coverage of other receptionists.

Education, Qualifications and Skills

- Certificate or diploma in Office Administration or Medical Office Assistant.
- 1-2 years of experience in a receptionist, administrative, or customer service role, preferably in a healthcare or community services setting.
- Strong communication and interpersonal skills, with a commitment to providing excellent customer service.
- Proficiency in using computers and information technology, including experience with Electronic Medical Records (EMR); Practice Solutions preferred.
- Ability to multitask, prioritize, and work efficiently in a busy environment.
- Sensitivity and empathy when working with diverse populations.
- Knowledge of healthcare or social services terminology is an asset.
- Fluency in French (spoken and written) preferred.

Additional Job Requirements

- Must adhere to all TAFHT Policies and Procedures.
- Must be legally entitled to work in Canada.
- This position is in Timmins, ON, the position requires working in office and on site.
- As a condition of employment, you are required to submit proof of COVID-19 vaccination.
- Ability to travel within the community for work-related purposes using your own vehicle (employer-provided reimbursement for travel expenses).
- Current Ontario Driver's License.

Why Join Our Team:

- Comprehensive Benefits Package - Enjoy health and dental benefits to support your well-being.
- Pension Plan (HOOPP) – Secure your future with the Healthcare of Ontario Pension Plan (HOOPP).
- Generous Vacation Package – Take advantage of a competitive vacation allowance to support work-life balance.
- Paid Time Off – Benefit from illness and personal days, float days, and paid time off between December 25 and January 1st.
- Exclusive Perks – Access discounts and special offers through Perkopolis.
- Professional Growth – Be part of a supportive and collaborative team committed to continuous learning and development.
- Meaningful Work – Make a direct impact on patient care and community health while working in a dynamic primary care setting.

The above responsibilities are not to be considered all inclusive; and may be assigned other related duties in the interest of efficient operations of the Family Health Team.

This position reports directly to the Clinical Director. The location of this position could be the Administration, Algonquin West, 101 Mall, Algonquin East, Third Avenue site or any other location within Timmins. The employer reserves the right to modify the location/site.

How to apply:

Qualified applicants are asked to forward their cover letter and resume to humanresources@tafht.ca. For more information on our team and for a copy of the job description please visit our website at www.timminsfht.ca

We thank all applicants for their interest in TAFHT, however, only those applicants selected for an interview will be contacted.

TAFHT supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, Indigenous peoples and persons with a disability. Personal information contained in applications will be used solely for recruitment purposes and handled in accordance with applicable privacy legislation.

TAFHT is committed to improving access and opportunities for individuals with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act*. If you require a specific accommodation during the application, interview or recruitment stage, please contact our office at 705-267-1993, or by email at humanresources@tafht.ca noting *Accessibility Inquiry* in the subject line, for appropriate accommodations to be made.

RECEPTIONIST JOB DESCRIPTION

Approved by: Executive Director

Effective Date: May 2007

Reviewed Date: September 2024

Position Summary

As a key member of the Timmins Academic Family Health Team (TAFHT), this position will be the first point of contact for patients and visitors who present to the TAFHT office. The Receptionist is responsible for providing excellent customer service and handling various administrative tasks in line with TAFHT's policies and procedures.

Reporting Relationship:

This position reports directly to the Clinical Director.

DUTIES & RESPONSIBILITIES

- Greet and assist patients and visitors in a friendly and professional manner.
- Direct patients and visitors efficiently and courteously.
- Manage phone calls and handle clerical tasks, including photocopying, mailing, and preparing materials.
- Check in patients, verify and update their information in the Electronic Medical Record (EMR) system.
- Schedule appointments, interviews, and meetings.
- Support healthcare providers and maintain both electronic and paper filing systems.
- Cover for other reception staff during their absences and keep updated with their tasks.
- Update and maintain reception handbooks for coverage purposes.
- Manage office and medical supply inventories and order supplies as needed and in collaboration with other team members.
- Ensure office equipment is operational and receives proper maintenance.
- Participate in team meetings and stay informed about policies, procedures, and organizational updates including available programs and services.
- Protect confidential patient and organizational information.
- Upgrade skills, abilities and knowledge to meet the demands of the position and to contribute to the team's success.
- Demonstrate a willingness to assist others working in a team-centered environment.
- Use the most effective and efficient method to deliver activities/services and continue to improve the quality of same.
- Prioritize tasks effectively and complete other duties as assigned by the Executive Director, Director of Finance and Human Resources, Clinical Director or Clinical Lead.

CORE COMPETENCIES

- Self-motivated, accountable, and dependable.
- Strong problem solving, organizational, and communication skills.
- Excellent customer service and interpersonal skills.
- Adaptable, flexible, and capable of working independently or as part of a team.
- Ability to maintain confidentiality and work in a high-pressure environment.
- Models a working environment based on mutual trust, respect, understanding, and support.
- Proficient in grammar and spelling; bilingualism is preferred.

EDUCATION & EXPERIENCE

- Certificate or diploma in Office Administration or Medical Secretary.
- Experience with Microsoft Office (Word, PowerPoint, Excel, Outlook) and with Electronic Medical Records (EMR) systems (preferably Practice Solutions).
- Detail-oriented with the ability to handle a fast-paced environment.
- Experience in a healthcare setting is preferred.
- Valid Ontario Driver's License.

WORK ENVIRONMENT

Sites:

TAFHT strives to provide well-lit, well-ventilated clinic areas that are furnished ergonomically. Personal office space may be shared. The environment may vary depending on location. Ergonomics, health and safety will be a priority.

This position may require you to work at different TAFHT sites or be transferred between sites. Due to the collaborative nature of this position, travel may be required between sites. Travel related to this job description will be reimbursed.

Equipment Used

Computer, printer/scanner/fax, photocopier, telephone, and AV Equipment including video projection unit.

Reporting Relationships

This position collaborates with the TAFHT leadership team, physicians and other TAFHT employees and members to provide efficient, appropriate primary care to TAFHT patients. Collaboration with other community health partners may be required.

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