

## 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.