

### **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 new program 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.
- Current Ontario Driver's License.

#### **Why Join Our Team:**

- Be part of a meaningful program that supports a diverse population.
- Supportive work environment focused on professional development and teamwork.
- Competitive salary and benefits package including health, dental and pension plan (HOOPP).

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](mailto:humanresources@tafht.ca) by **October 3<sup>rd</sup>, 2024**. For more information on our team and for a copy of the job description please visit our website at [www.timminsfht.ca](http://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, aboriginal persons and persons with a disability. Personal information contained in applications will be used for recruitment purposes and collected as per Freedom of Information (F.O.I.) And Protection of Privacy Act, 1987.

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](mailto:humanresources@tafht.ca) noting *Accessibility Inquiry* in the subject line, in order for appropriate accommodations to be made.