

## Position Description - Receptionist

### Position Summary

The Receptionist will provide a continuous front-of-house (Director of First Impressions) support for the Red Deer Primary Care Network and will contribute to the efficient functioning of the office and undertake a range of administrative and clerical duties.

Admin/reception experience, ability to interact well with a diverse population while showing a high degree of professionalism with a focus on quality customer service is required.

**Hours of Work:** 8:30 am – 4:30 pm Monday to Friday

**Occasional Hours:** 10:00 am – 6:00 pm Tuesday to Thursday

### Key Responsibilities

**Key areas of responsibility include:**

**Administrative duties:**

- Answering phones, directing callers to the appropriate staff and assisting with routine enquiries.
- Greets and receives visitors and staff courteously.
- Securing desk coverage for lunch and times away from reception area.
- Manages the bookings of all meeting rooms and catering.
- Maintains disc golf borrowing binder and releases / receives portable disc golf sets.
- Filing, photocopying and collecting, sorting and distributing mail and other routine clerical duties
- Processes Rec Passes for eligible patients
- Organize and maintain filing systems; maintains records related to specific area of assignment
- Performs other duties as assigned
- Cleans the footcare equipment

**Scheduling duties:**

- Assists with data entry of referrals into EMR accurately and in timely manner.
- Calls & schedules patient appointments for providers
- Conduct reminder calls to confirm group workshops
- Schedules appointments and conducts reminder calls,
- Assists scheduling staff with calls as time permits.

### Qualifications

**Education & Experience**

High School Diploma minimum with at least five years related experience and/or training.

Office experience with solid telephone skills.

Excellent verbal and written communication skills, proven organizational and time management skills

### Technical Skills

Excellent and proficient knowledge, understanding and usage of all Microsoft Office programs (including teams and Outlook) and EMR

### Knowledge and Abilities

- Work equally well alone and as part of a team (*i.e., collaborating in the development of a project and openly receive feedback for successful completion of project*)
- You think on your feet. You like learning new things and you can learn quickly. When things change you can change with it easily.
- You like helping people. You like to go ‘above & beyond’.
- Ability to maintain poise under pressure, be able to prioritize and organize work in a fast paced environment.
- Operate standard office equipment
- Communicate effectively orally and in writing
- Establish and maintain effective working relationships with others
- Exercise confidentiality, tact, and diplomacy
- Plan and organize work effectively and efficiently
- Meet schedules and time lines
- Maintain electronic and paper records and prepare reports
- Requires willingness to take initiative and work with minimum of supervision
- Must be able to work flexible hours occasionally as operational needs dictate
- Standard office procedures such as filing, typing, scanning, faxing, answering telephones

### Supervision

**Direct:** Office Manager