



Provincial Job Description

TITLE:
(208) Appointment Clerk

PAY BAND:
8

FOR FACILITY USE:

SUMMARY OF DUTIES:

Books/coordinates appointments, maintains client schedules and performs general office duties.

QUALIFICATIONS:

- ◆ Office Education certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Basic medical terminology
- ◆ Communication, organizational and interpersonal skills

EXPERIENCE:

- ◆ Previous: No previous experience.

KEY ACTIVITIES:

A. Scheduling Patients

- ◆ Enters, creates and maintains schedules.
- ◆ Schedules and coordinates client appointments (e.g., Operating Room procedures, x-rays/ultrasounds, clinics, therapy appointments, education classes).
- ◆ Books rooms.
- ◆ Books, cancels, reschedules and makes adjustments to previously scheduled appointments, meetings, education classes.
- ◆ Processes referral requests.
- ◆ Pre-registers patients.
- ◆ Maintains waiting lists.

B. Financial

- ◆ Processes registrations and attendance fees (billing).
- ◆ Manages petty cash.
- ◆ Prepares receipts and reconciles accounts.
- ◆ Compiles statistical reports.

C. Clerical

- ◆ Performs word processing duties (e.g., letters, prepares reports).
- ◆ Orders supplies.
- ◆ Photocopies, files, processes mail, shreds documents.
- ◆ Provides reception/telephone services.
- ◆ Records and distributes minutes of meetings.
- ◆ Arranges educational in-services.
- ◆ Performs data entry and maintains database.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: 2005

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