



Provincial Job Description

TITLE:
(179) Reception & Office Assistant

PAY BAND:
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FOR FACILITY USE:

SUMMARY OF DUTIES:

Operates switchboard, directs calls, responds to codes and alarms and provides information. Provides reception, registration, admission, discharge and clerical services.

QUALIFICATIONS:

- ◆ **Medical Administrative Assistant diploma**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Intermediate keyboarding skills**
- ◆ **Intermediate computer skills**
- ◆ **Basic medical terminology**
- ◆ **Communication skills**
- ◆ **Organizational skills**
- ◆ **Interpersonal skills**
- ◆ **Ability to work independently**

EXPERIENCE:

- ◆ **Previous: No previous experience.**

KEY ACTIVITIES:

A. Switchboard Operation

- ◆ Operates switchboard, directs calls and provides information.
- ◆ Responds to codes and alarms (e.g., door alarms, code red, personal response devices).
- ◆ Pages individuals.
- ◆ Communicates with Security.
- ◆ May show others how to use telecommunication equipment.

B. Reception / Patient Registration

- ◆ Greets clients/patients/public to department/facility.
- ◆ Processes admissions/discharges/transfers (e.g., in-patients, out-patients, deceased, dead-on-arrival).
- ◆ Notifies funeral homes and directs funeral home attendants to morgue.
- ◆ Tracks belongings.
- ◆ Acts as liaison between physicians, nurse managers and departments regarding bed availability and placement.
- ◆ Assists and porters patients.
- ◆ Processes death/birth registration and obtains health number assignments.
- ◆ Maintains bed census for utilization purposes.

C. General Office Duties

- ◆ Creates, edits and formats documents.
- ◆ Creates, maintains databases, enters statistics and prepares reports.
- ◆ Books Central Vehicle Agency vehicles and conference rooms; handles keys for same.
- ◆ Books patient appointments.
- ◆ Issues invoices (e.g., ambulance billing, equipment rental).
- ◆ Collects fees and issues receipts (e.g., resident fees, Home Care fees, parking passes).
- ◆ Maintains petty cash account.
- ◆ Collects receipts and provides safekeeping of valuables for patients/clients.
- ◆ Performs clerical duties (e.g., files, shreds, photocopies, scans, answers phones).
- ◆ Maintains office inventory and equipment.
- ◆ Processes mail.
- ◆ Checks and delivers payroll time sheets.
- ◆ Records, updates, deletes and maintains all physician names/numbers, department and ward numbers.
- ◆ Maintains on-call schedules.
- ◆ Provides relief scheduling.
- ◆ 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.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: January 11, 2017