



Provincial Job Description

TITLE:
(462) Entrance Attendant

PAY BAND:
5

FOR FACILITY USE:

SUMMARY OF DUTIES:

Position is responsible for greeting and assisting visitors, patients and staff when accessing health care facilities to ensure prompt and high levels of customer service.

QUALIFICATIONS:

- ◆ **Grade 10.**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Basic computer skills**
- ◆ **Communication skills**
- ◆ **Organizational skills**
- ◆ **Ability to work independently**
- ◆ **Ability to deal with confrontational situations**
- ◆ **Valid driver's license, where required by the job.**

EXPERIENCE:

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

KEY ACTIVITIES:

A. Front Entrance Monitoring

- ◆ Greets visitors, patients and staff in a friendly and courteous manner as they enter or leave the hospital/facility.
- ◆ Provides information, direction and assistance to visitors, patients and staff.
- ◆ Provides assistance to people with mobility issues by providing wheelchairs.
- ◆ Monitors and controls flow of incoming and outgoing visitors/patients at entrances.
- ◆ Provides reception/telephone services.

B. Key Related Work Activities

- ◆ Enforces and follows established safety and security policies (e.g., smoking, emergency situations).
- ◆ Accepts small deliveries and arranges for transport.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.
- ◆ Stocking and ordering supplies.

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 : June 16, 2022