



# *Provincial Job Description*

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***TITLE:***  
**(462) Entrance Attendant**

***PAY BAND:***  
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***FOR FACILITY USE:***

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***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 with mobility issues (e.g., walking, wheelchair transfers) in and out of vehicles and to and from hospital/facility.
- ◆ Monitors and controls traffic flow of incoming and outgoing vehicles at entrances.

**B. Key Related Work Activities**

- ◆ Enforces and follows established safety and security policies (e.g., smoking, emergency situations).
- ◆ Removes small packages and mail from inter-facility transport system.
- ◆ 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:**

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**SGEU:**

**SAHO:**

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**Date : December 13, 2013**