



SNUNEYMUXW FIRST NATION

Health Centre

JOB POSTING

Receptionist – On-Call

Reporting to the Health Centre Office Coordinator, the On-Call Receptionist is responsible for handling front office reception and administration including greeting guests, answering phones and assisting staff and visitors with any enquires. In addition, the individual will provide administrative support to other SFN staff, as required.

Responsibilities:

1. Ensures a front desk presence at all times during the operating hours of the Health Centre.
2. Greets visitors and directs them to Health Centre team members with whom they have appointments
3. Makes appointments for clients with team members as required.
4. Answers general questions from visitors about the Health Centre, its services and personnel.
5. Records all incoming mail and fax correspondence; opens mail in accordance with Health Centre procedures and distributes in a timely manner.
6. Prepares and stamps all outgoing mail.
7. Maintains a log of all incoming calls to the Health Centre.
8. Collects basic information from clients and records on the clinical information system (PROFILE) including the processing of patients of a visiting physician upon arrival and departure.
9. Prepares shipping slips and contacts couriers as requested by Health Centre team members.
10. Ensures that the office and meeting rooms and other areas are maintained in a clean and organized manner.
11. Plans, researches and lays-out copy for the newsletter.
12. Maintains an up-to-date internal telephone and email listing of all Health Centre staff.
13. Compiles monthly statistics of daily activities for the Health Administrator including the preparation of quarterly and annual reports in accordance with Health Centre policy.
14. Maintains policy manuals and provides all team members with updates for their manuals and for the shared network.
15. Performs clerical duties including: filing, cheque distribution, photocopying and other tasks required by Health Centre care givers.
16. Maintains the coffee station and ensures supplies are available.
17. Other duties as assigned.

Special Requirements

1. The On-Call Receptionist must maintain strict confidentiality in performing their duties and must adhere to the Snuneymuxw Health Centre Confidentiality Policy.
2. The incumbent may be exposed to emotionally troubled, angry and potentially abusive clients.
3. If a traumatic event occurs within the Snuneymuxw First Nation community or with a client, the On-Call Receptionist may be called upon outside of work hours. This may cause undue stress and encroach on his/her personal time.

Education/Experience requirements:

- Minimum Grade 12 completion.
- Experience and skills in interacting with the general public, preferably in a professional health care environment.
- Strong PC skills i.e. Word, Excel, Power Point and MS Outlook.
- Knowledge and experience with clinical information system (preferably PROFILE) preferred
- A valid BC driver's license.

Key Competencies:

- Excellent interpersonal and communication skills, including writing, proof reading skills, and speaking.
- Must be a Team Player
- Energetic
- Ability to handle sensitive information when dealing with emotional or troubled clients.
- Detail oriented with superior organizational skills and proven ability to effectively prioritize work flow.
- High standards of Ethics and Confidentiality and ability to handle sensitive information.
- Flexible with on-call short notice

Please submit your current resume and cover letter to:

Snuneymuxw First Nation
668 Centre Street, Nanaimo, BC, V9R 4Z4
Mollyl@snuneymuxw.ca

Fax: 250-753-3492

Deadline Date: November 15th, 2018

For more information contact Molly Lucas at 250-740-2337

Please note only those applicants who are short-listed will be contacted