



Simcoe Muskoka District Health Unit
POSITION DESCRIPTION

POSITION TITLE: RECEPTIONIST	POSITION NUMBER:
SERVICE AREA: Corporate Service	PROGRAM AREA: Facilities
REPORTS TO: Operations & Support Staff Supervisor	REVIEW DATE: May 10, 2006
<p>PURPOSE OF POSITION: To provide effective and efficient reception services and act as the first point of contact for clients and visitors to the health unit. This includes operating a switchboard system, receiving and directing all incoming calls from the general public and other organizations; greeting and directing visitors to the health unit office; sorting and distributing incoming mail, preparing outgoing mail, maintaining meeting listings/room booking; maintaining petty cash monies. May provide secretarial or administrative support to programs.</p>	
<p>POSITION SKILLS & COMPETENCIES REQUIRED:</p> <p>Education: Secondary School Diploma</p> <p>Related Experience: 3-5 year's relevant experience, including responsibility for petty cash.</p> <p>Specific knowledge, skills, abilities:</p> <ul style="list-style-type: none"> • Advanced ability to effectively handle a switchboard with multiple lines and extensions • Intermediate oral and interpersonal communication skills including the ability to deal with staff and the public in routine and challenging situations • Intermediate ability to manage multiple demands in response to a high volume of calls and/or visitors in a professional and diplomatic manner • Intermediate skills in Microsoft Outlook for the purpose of managing room bookings • Basic skills in Microsoft Word, Excel and PowerPoint • Basic keyboarding skills • Basic petty cash experience including reconciliation • Basic written communication skills including the ability to communicate ideas effectively via email • Basic proofreading skills • Able to work independently within established parameters and to function effectively as a member of a team 	
<p>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):</p> <p>Answer incoming telephone calls and direct to appropriate persons; receive and direct visitors Ave. % of time: 75%</p> <ul style="list-style-type: none"> • Routinely assesses callers' requests and directs to appropriate individual or team • Provides general information regarding health unit programs and services e.g. clinics, information sessions • In emergency situations, must be able to direct a huge volume of inquiries to the correct personnel (e.g. SARS, West Nile, outbreaks of various sorts) • Identifies issues and trends in call flow that affect customer service and makes suggestions or recommendations for enhancing customer service • Responds to the public in a courteous and professional manner <p>Receive Health Unit correspondence; sort, distribute and prepare outgoing mail; maintain and reconcile petty cash monies Ave. % of time: 15%</p> <ul style="list-style-type: none"> • Receives, opens, sorts, and distributes incoming mail and prepares outgoing mail in a timely manner • Collects, receives and reconciles health unit petty cash monies 	

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) continued	
<ul style="list-style-type: none"> • Issues receipts for payment e.g. vaccines, food service courses/books, prenatal courses 	
<p>Maintain current listings on notice boards and listing of meeting room bookings Ave. % of time: 10%</p> <ul style="list-style-type: none"> • Receives requests and books agency meeting rooms and equipment as required • Works with staff to resolve or report for follow up room booking conflicts and equipment issues 	
<p>Contribute to team and agency effectiveness</p> <ul style="list-style-type: none"> • Works collaboratively as a member of the team; contributes to positive team functioning • Assists service, program and functional units in carrying out their mandates • Demonstrates commitment to, and functions in a way that is consistent with, the Agency mission, vision, values and strategic directions • Respects and ensures confidentiality in all work performed on behalf of the Agency • Demonstrates a strong customer service focus in dealing both internally and externally • Participates on Agency-related committees as assigned • Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster 	Ongoing
<i>Management has the right to change position requirements from time to time as Agency conditions dictate.</i>	
CONTACTS & COMMUNICATION:	
<p>Internal: Associate Director Corporate Service, Facilities Administrator, agency staff External: First point of contact for general public, health care providers, schools, other health units, other health care and social service agencies, laboratories, and provincial ministries</p>	
RESPONSIBILITY FOR RESOURCES:	
<p>Staff: N/A Financial: Petty cash custodian; collects, receives, reconcile health unit petty cash monies. Issues receipts for payment e.g. vaccines, food service courses/books, prenatal courses. Information: Must be familiar with all service areas to direct public queries appropriately. Collects particular information from the public e.g. water bottles. Provides public with various types of general information e.g. clinics, information sessions. Keeps notice boards and meeting room bookings current. Materials & Equipment: Stores some office supplies; faxes documents using fax machines.</p>	
EFFORT REQUIRED:	
<p>Mental:</p> <ul style="list-style-type: none"> • Considerable attention to detail i.e. audio concentration for answering and redirecting telephone callers, visitors; • Considerable visual concentration for using switchboard and computer to book meeting and conference rooms, respond to emails. • Varied Volume of Work. • Constant interruptions from telephone calls and visitors. • Limited negotiation and conflict resolution in work with staff and the public in responding to requests and resolving customer service issues <p>Physical:</p> <ul style="list-style-type: none"> • Limited lifting/moving to receive/relocate incoming supplies/materials; medium weight (up to 35 pounds) • Constant sitting at workstation • Constant manual dexterity for repetitive switchboard/computer 	
WORKING CONDITIONS SPECIFIC TO POSITION:	
<ul style="list-style-type: none"> • Standard office environment 	

WORKING CONDITIONS SPECIFIC TO POSITION Continued:

- Limited exposure to adverse conditions e.g. verbal conflicts with clients
- Limited exposure to health & safety hazards e.g. exposure to client samples, receipt of contained substances.
- Limited isolation - located in designated reception area, remote from Program staff. Receptionist works alone, or in pairs, as the front-line person to greet the public

I have read the Position Description and understand the duties and responsibilities as assigned.

EMPLOYEE'S SIGNATURE: _____ **DATE:** _____

MANAGER'S SIGNATURE: _____ **DATE:** _____

Position Approvals:

DIRECTOR'S SIGNATURE: _____ **DATE:** _____

Director Corporate Service

MOH/CEO SIGNATURE: **Original document signed by Dr. C. Gardner, MOH**
DATE: _____

POSITION HISTORY: : Nov. 2/06 – Minor modifications were made to Position Description as a result of the Job Evaluation Committee review of all agency non-union positions, including reconsideration requests.