

# Provincial Job Description

TITLE: PAY BAND:

(179) Reception & Office Assistant 10

#### 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 Office Administration diploma\*

# KNOWLEDGE, SKILLS & ABILITIES:

- **♦** Intermediate keyboarding skills
- **♦** Intermediate computer skills
- **♦** Communication skills
- ♦ Organizational skills
- **♦** Interpersonal skills
- **♦** Ability to work independently

#### **EXPERIENCE:**

**◆** <u>Previous:</u> 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 Protective Services.
- ♦ 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 coroner and funeral homes.
- **♦** Tracks belongings.
- ♦ Acts as liaison between physicians, nurse managers, clinics 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 conference rooms and Central Vehicle Agency vehicles.
- **♦** 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, supplies and equipment.
- ♦ Processes mail.
- ♦ Checks and delivers payroll time sheets.
- ♦ Records, updates, deletes and maintains all physician names/numbers, departments 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.

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