



JOB DESCRIPTION

Job Title: Receptionist	Department: Administration	Division: Bonnechere Manor	Reports to: Human Resources Coordinator
Revision Date: March 2011	Salary Grid:		

Approval:	Department Head	_____
	Supervisor	_____
	Employee	_____
	Staff Administration Committee	_____

Position Summary:

Responsible for direct contact with the public, staff and residents in matters concerning answering telephones, replying to information, greeting the public, giving our general information and providing backup services for Finance Administrative Secretaries as assigned. Consistent with the mission and philosophy of Bonnechere Manor contributes to the efficient operation of the Administration department within an interdisciplinary resident-focused team.

Qualifications:

- Grade 12 or equivalent combination of education and experience, with further formal educational formation in secretarial studies
- 1 to 3 years experience working in an office setting
- Must have experience with managing financial transactions consistent with accounting practises
- Excellent organization, interpersonal and oral/ written communication skills in English with the ability to work with others in a team approach
- Physically capable of performing assigned duties
- Demonstrates competence in the use of MS Word, Excel, electronic mail, Resident Trust software
- Ability to interact with general public, residents, and staff in a professional courteous manner
- Required to work flexible schedule in a 24 hour a day, 7 day a week operation
- Demonstrated regular attendance in keeping with the County Attendance Management Standards.
- Ability to meet and maintain health requirement standards of Bonnechere Manor as per Long Term Care Legislation

Position responsibilities:

Facilitates the ongoing operation of the Administration department through the completion of the following duties:



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1. Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Municipal Acts. Performs the responsibilities of the position consistent with the Operational policies of the County of Renfrew and Bonnechere Manor.
2. Manages a multi-line switchboard. Takes messages accurately or locates persons required. Uses intercom and public address communication system only as required. Uses tact and discretion in all communication.
3. Relates the various public by activities such as accepting deliveries, distributing incoming mail, issuing pay stubs to staff, issuing receipts to Residents and/or families for moneys received.
4. Uses office equipment such as postage meter, photocopier, fax, computer, etc.
5. Ensures petty cash is maintained and reconciled daily. This includes, but is not limited to stamp sales, staff & visitor meal tickets, receipt of payment for resident's family and resident receipts/ petty cash.
6. Performs clerical and secretarial work as assigned. This includes, but is not limited to preparation of staff postings, correspondence, meeting minutes, maintenance of policy and procedure manuals as required, clerical work associated with purchase orders and other work as assigned.
7. Maintains staffing/ employee(s) confidentiality at all times.
8. Responsibility for the tidy and functional appearance of the reception area at all times.
9. Assists with staff scheduling and call-ins as required.
10. Maintains all bulletin boards in a current condition including, but not limited to the Resident board, Occupational Health and Safety notices, staff posters, etc.
11. Demonstrates initiative to meet resident needs consistent with resident-focused care approach by:
 - Responding to and assisting any employee in need of help
 - Participating in interdisciplinary committee work as required
 - Demonstrating ability to respond positively to last minute changes that may occur
 - Supporting the continuous quality improvement of the department by providing constructive ideas and solutions to problems and challenges
12. Creates a facility wide environment that protects the confidentiality of resident, staff, and activities of Bonnechere Manor.
13. Assumes responsibility for identifying and resolving conflict and seeking direction as needed.



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14. Utilizes professional communications by establishing a working relationship with supervisors, and co-workers for the purpose of providing resident focused care
15. Shares in the responsibility for financial stability by the efficient use of resources and participation in Continuous Quality Improvement (CQI) initiatives.
16. Performs other related duties as required.
17. Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.