



JOB TITLE: Receptionist
DEPARTMENT: Reception
STATUS: Fulltime/Part Time/Casual
LAST UPDATE OR REVIEW: February 17, 2019

PREAMBLE

As a leading senior's residence and provider of senior's continuing care services and programs, Canterbury Foundation (the "Foundation") shares with seniors the "Promise of Home". Person-centered care is the foundation for all we do in providing safe, quality care and other human services. We provide a home where seniors experience peace of mind and feel like family. All persons are treated with dignity and respect in every interaction. Working for Canterbury Foundation requires that employees exhibit the highest standards of personal behavior and ethics in every interaction that instill confidence and trust and not bring the Foundation into disrepute. The honesty and integrity of Canterbury Foundation demands the impartiality of employees in the conduct of their duties.

POSITION SUMMARY

In keeping with Canterbury Foundation's mission statement and departmental goals and objectives, the Receptionist reports to the Executive Assistant and assists with the provision of administrative support to Management employees, Canterbury Foundation departments, the Board of Directors, and residents. Under the guidance of the Executive Assistant, this position is the first point of contact for internal and external stakeholders and exemplifies Canterbury Foundations values. The position involves a high level of interaction with seniors, co-workers and oversight of department employees and requires strong interpersonal and relationship building skills. The position requires limited physical endurance (e.g. use of photocopier; reaching; bending; lifting; keyboarding; use of telephone).

KEY RESPONSIBILITIES

The position is comprised of two fundamental areas of accountability:

Reception and Administrative Support

- Adhere to all departmental and corporate policies and procedures.
- Provide a high level of administrative support and coordination functions.
- Ensure safe work procedures are adhered to.
- Receipt of payments for resident's invoices.
- Ensure tasks involving management of cash receipts are completed in an accurate and timely fashion.
- Manage petty cash, prepare and forward deposits to the Finance Office.
- Facilitate and manage support to Food Services (tray requisitions, meal ticket sales). Ensure records of meal ticket sales are accurately tracked and recorded.
- Document all information received from any source, whether verbal or observational, in the electronic reception log.
- Ensure residents and visitors are greeted in a polite, prompt and courteous manner.
- Ensure all residents, visitors, contractors sign in/out using the appropriate binder.

- Ensure Incoming telephone calls are answered and directed as required in a polite, prompt, and courteous manner.
- Ensure administrative and word processing support to Managers, employees and residents is provided as needed.
- Ensure the Executive Director's requests for assistance in matters dealing with Board or administrative matters are met in timely fashion.
- Ensure incoming corporate mail is received, processed and distributed in an efficient and timely manner.

Safety and Security

- Respond to smoke/fire alarms in the Court and Manor.
- Ensure that hospital land resident vacation lists are maintained and distributed to designated recipients.
- Ensure emergency call requests for assistance are addressed in a prompt manner. If not, document in the log book and make the Health Services Director aware.
- Ensure all fire alarms are handled in accordance with Canterbury Foundation emergency procedures.

QUALIFICATIONS

- Diploma in business administration preferred
- Demonstrated competence related to the application of our core values
- 2 years receptionist and administration experience. Seniors housing/lodge or care setting experience an asset.
- Intermediate to advanced proficiency in Microsoft Office (Word, Excel, PowerPoint, Publisher, Access, Outlook and other computer programs)
- Knowledge of computers and relevant software application
- Knowledge of customer service principles and practices
- Keyboard skills (Minimum 50 wpm)
- Ability to work a switchboard
- Strong written (legible) and verbal communication skills

SKILLS & ATTRIBUTES

- Demonstrate an awareness of accident and injury prevention; adhere to safe work practices and procedures; be responsible for maintaining self-wellness and reduced absenteeism.
- Demonstrate a commitment to customer relations and hospitality by being caring and courteous to residents, families, visitors and co-workers.
- Be able to work within a team and contribute to a positive work environment; seek opportunities for personal development; and strive for excellence.
- Demonstrate good time management, budgetary, and problem solving skills.

- Demonstrate strength in communication skills (informing/listening/writing).
- Possess good computer skills and knowledge of computer applications including advanced word processing, use of email, and spreadsheet data entry.
- Proven ability to maintain data confidentiality
- Able to prioritize, coordinate and manage multiple activities
- Excellent attention to detail

OCCUPATIONAL HAZARDS

- Sustained periods of working at a computer terminal may result in dry or strained eyes, headache, fatigue, strains, carpal tunnel or repetitive strain injury.
- Infrequent lifting and transporting of supplies and paper may result in strains, sprains, pulls, paper cuts or small injuries to fingers and hands.
- Infrequent opening and closing of multi-tiered filing cabinets may result in tipping of cabinets, small injuries to fingers and hands, strains, sprains, abrasions or tripping.
- Sustained use of electronic office equipment exposes users to some risk of electrocution as well as repetitive wrist strain, localized pain, nerve irritation or burns.
- Frequent periods of walking around the department and the site may result in slips, falls, strains or sprains.
- Frequent exposure to fragile seniors or clients, infrequent exposure to death and dying, which may result in emotional distress or grief.
- Frequent messaging through telephone, voice mail and email creates stress in this position.
- Urban travel may result in serious physical injury or death.

GENERAL STATEMENT

This position description is designed to serve as a guide for both the individual holding the position and for those evaluating the performance of this individual. It is in no way intended to include all the daily or ongoing tasks and specifications associated with the position. The incumbent may perform other duties as assigned, which are not specified in this description. This position description will be updated on an ongoing basis and will be made available to all interested parties within the organization.

Director

Date: _____