



# Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

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JD #:	<b>JD00084</b>	Pay Grade:	<b>4</b>
JD Title:	<b>Appointment Receptionist</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Administrative</b>		

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## General Description

Responsible for booking patient appointments for health care providers and performing a variety of secretarial and administrative duties within a clinical setting.

## Representative Duties & Responsibilities

- Schedule patient appointments and resolve scheduling conflicts.
- Respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Interact with patients and their family members who may be experiencing emotional or difficult situations.
- Ensure patients understand all instructions given to them for tests and medical procedures.
- Utilize discretion and judgement to screen visitors and telephone calls, and notify appropriate personnel.
- Write a variety of documents including correspondence, email, and meeting minutes.
- Prepare correspondence, memos, reports, and forms for review and approval by supervisor.
- Complete on-line cashiering processes including cheque payments, cash deposits, and credit card payments.
- Process and reconcile clinical and third party service billings.
- Establish and maintain record keeping and filing systems. Classify, sort, and file correspondence, records, and other documents.
- Sort and distribute incoming mail and faxes.
- Prepare outgoing mail, faxes, and courier shipments.
- Assemble, copy, and collate documents and packages.
- Update and maintain confidential files and records. Handle sensitive material in accordance with established policies.
- Update and maintain information in a variety of databases and files.
- Monitor and order office supplies.
- Prepare and book exam rooms ensure all materials are stocked, stored, and organized accordingly.
- File, retrieve, and purge files.
- Scan documents to electronic health records.
- Remain current with relevant medical terminology.

## Supervision

- No formal supervision of others is required.
- Provide orientation and show procedures to others.

## Qualifications

- 2 year Community College diploma in Medical Office Administration or related field.
- Requires 2 years of relevant experience.

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## Effort

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### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to word process correspondence, filing, and inputting data into databases and spreadsheets.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
  - Collecting routine information and files to word process routine documents such as correspondence and forms, and inputting data into databases and spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Scheduling patient appointments and resolving scheduling conflicts.
  - Responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
  - Interacting with patients and their family members who may be experiencing emotional or difficult situations.
  - Ensuring patients understand all instructions given to them for tests and medical procedures.
  - Utilizing discretion and judgement to screen visitors and telephone calls, and notifying appropriate personnel.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

### Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with competing requests from patients and physicians.

### Health & Safety:

- Risk to the incumbent is no higher than for the general population.

# Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00084</b>	Pay Grade:	<b>4</b>
JD Title:	<b>Appointment Receptionist</b>	Total Points:	<b>349</b>
Job Family:	<b>Administrative</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>3.5</b>	71
	2. Breadth of Knowledge	<b>1.0</b>	5
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>2.5</b>	31
	5. Education and Experience	<b>D2</b>	56
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>2.5</b>	37
	10. Responsibility for Others	<b>1.0</b>	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.0</b>	39
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>1.0</b>	5