

**Teme Augama Anishinabek
Job Description**

Position Receptionist-Medical Transportation Clerk

Department Health Centre

Position Reports To Office Supervisor

Employment Status Full Time

Hours 35 hours per week

Employment Type Permanent

Position Summary:

The Receptionist-Medical Transportation Clerk is the first point of contact for clients and visitors at the Doreen Potts Health Centre. This position provides reception, appointment coordination, records support, and administrative assistance to health programs and visiting clinical staff. The Receptionist-Medical Transportation Clerk ensures a welcoming, respectful environment while maintaining confidentiality, accuracy, and efficient office flow.

Primary Responsibilities

Reception, Client Service, and Communication – 30%

Greets clients and visitors, answers phones, and directs inquiries appropriately. Provides information about programs, schedules appointments, and ensures client needs are addressed in a courteous and professional manner. Arrange prescription pick up

Appointment Scheduling and Coordination –30%

Books, confirms, and updates appointments for nursing, clinical, and health programs. Coordinates calendars, manages wait lists, reminds clients of appointments, and assists with transportation coordination when required, scheduling servicing and repairs of assets vehicles, boats and snowmobiles

Records, Documentation, and Confidentiality – 20%

Maintains accurate client files, logs, and sign-in sheets according to policy. Supports filing, scanning, and secure handling of confidential information. Follows privacy legislation and confidentiality protocols at all times.

Administrative and Office Support – 10%

Assists with correspondence, forms, meeting preparation, photocopying, and supply ordering. Supports data entry, program statistics, and reports as requested. Helps maintain an organized and efficient front office area.

Team Support and Safety Procedures – 10%

Works collaboratively with health staff, responds calmly to urgent situations, and follows safety and infection-control procedures. Participates in meetings and contributes to a positive, team-based environment.

Qualifications**Education and Experience**

Certificate or training in Office Administration, Medical Office Assistant, or equivalent experience. Minimum of one (1) year of experience working in a reception or administrative role, preferably in a health or community setting. Strong telephone, customer-service, and interpersonal skills. Ability to manage multiple tasks with accuracy and attention to detail.

Certifications, Licences and Requirements

Satisfactory Criminal Record Check including Vulnerable Sector Check.

Proficiency with Microsoft Office and basic computer applications.

Understanding of confidentiality and privacy requirements (PHIPA).

Physical and Sensory Demands

Work involves extended periods of sitting, computer use, and frequent interaction with clients. Requires focus, professionalism, and sensitivity in handling confidential information.

Work Environment

Work is performed in a health centre office setting with frequent public contact.

Occasional flexibility may be required to support clinic or program schedules. Other duties consistent with this position may be assigned.

Health and Safety Statement

Teme Augama Anishinabek is committed to providing and maintaining a safe and healthy work environment for all employees, members, and visitors. All employees are expected to work in compliance with applicable occupational health and safety legislation and adhere to organizational policies, procedures, and safe work practices. Employees must report hazards, follow safe work guidelines, and actively participate in maintaining a culture of safety in all aspects of their duties.

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____

