

Job Description

Job Title:	Receptionist
Department:	Campus Wellness
Reports To:	Client Customer Service Supervisor
Jobs Reporting:	none
Salary Grade:	USG 4
Effective Date:	February 2017

Primary Purpose

The Campus Wellness Administration team serves the University of Waterloo community by supporting Health Services and Counselling Services with effective, efficient, collaborative, client-focused administrative service.

The Receptionist position is accountable to the Client Customer Service Supervisor to provide exceptional client care and customer service (in person and on the phone) to those who seek information and services in all Campus Wellness locations / clinics. In addition to direct customer service, Receptionist provides administrative support to Campus Wellness staff on an on-going or project basis. This position is a member of the Campus Wellness Client Customer Service Team.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Exceptional Direct Customer Service Related to Clinical Appointments

- booking, cancelling, re-scheduling of appointments
- filling open clinician appointments on priority basis
- ensuring up-to-date information and client service, taking responsibility for fluency with the most recent procedures / protocols
- creating and processing on-going documentation related to client files (e.g. scanning/indexing, day sheets, etc.)

Administrative Support to Campus Wellness Staff

- on-going or one-time projects, as delegated by Client Customer Service Supervisor

Collaboration within Campus Wellness

- work closely as a team with other receptionists, staff and clinicians
- ensure fluency with procedures / protocols in all Campus Wellness venues in order to provide regular coverage and rotation within venues
- assist in daily work flow of Campus Wellness (e.g. mail opening and delivery, supporting new and on-going staff with information and resource information, etc.)
- contribute to Campus Wellness by participation in various committees

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Health administration diploma, medical terminology course, or equivalent experience preferred

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Experience

- At least one year of receptionist/customer service work experience in healthcare facility (preferably post-secondary setting)
- Experience working in both mental health and physical health care settings preferred, with the proven ability to deal with highly confidential and sensitive information
- Experience working in multicultural setting preferred

Knowledge/Skills/Abilities

- Extensive experience with an electronic health records system is essential; experience with Clinic Information System (CIS) preferred
- Working knowledge of MS Word, Excel, PowerPoint
- Exceptional client service orientation, unwavering friendliness, professionalism and assertiveness
- Demonstrated commitment to teamwork, attention to detail, flexibility, and accuracy
- Ability to respond to competing demands in a fast-paced environment

Nature and Scope

- **Contacts:** Internal contacts: All Campus Wellness clinical and administrative staff External contacts: All members of University of Waterloo community in all Campus Wellness venues (students, staff, faculty and their family members); including Campus Police Services, as well as community partners
- **Level of Responsibility:** Responsible for all areas outlined above.
- **Decision-Making Authority:** Receptionist has decision-making authority within the scope of the position, and the options available based on procedure / protocol; complex situations are escalated to supervisor.
- **Physical and Sensory Demands:** Flexibility and responsiveness to a variety of administrative and clinical staff regarding day-to-day issues are required. Position involves rotation between at least two buildings, at least four locations where Wellness services are delivered. May require light physical demands, including possible lifting and moving of materials.
- **Working Environment:** Flexibility and responsiveness to a variety of administrative and clinical staff regarding day-to-day issues are required. Position involves rotation between at least two buildings, at least four locations where Wellness services are delivered. May require light physical demands, including possible lifting and moving of materials