



## JOB POSTING: Reception Services Assistant, Reception Services

<b>File #:</b> 22-189	<b>Status:</b> Casual	<b>Posting Period:</b> June 22, 2022 – July 1, 2022
<b>Work Location:</b> Providence Care Hospital, Providence Transitional Care Centre	<b>Employee Group:</b> OPSEU 4104 Service/Clerical	<b>Wage Rate:</b> \$23.74 - \$25.93

### Position Summary:

The Reception Services Assistant will provide high quality reception services to patients/clients/families/visitors and staff at Providence Care Hospital (PCH). In addition, the Reception Service Assistant will operate automated telephone system and provide general clerical support as needed. The Reception Services Assistant will work in collaboration with the Welcome Desk Volunteers to provide a welcoming environment to Providence Care Hospital.

### Education & Experience:      Key Knowledge, Skills & Abilities:

<p>Completion of High School Diploma</p> <p>Certificate or Diploma in Administrative Services, Office Administration or Microsoft Office training etc., preferred</p> <p>Minimum one year of experience operating an electronic telephone management (“switchboard”) system in a busy environment;</p> <p>Experience in reception services in a hospital or similar environment, preferred</p> <p>Experience interacting with patients and families, preferred, and/or experience as a patient or caregiver who has received care in a hospital environment, preferred</p>	<ul style="list-style-type: none"> <li>▪ Demonstrated knowledge of the operation of an electronic telephone management system</li> <li>▪ Demonstrated excellent verbal communication and customer service skills in dealing with internal and external customers on the phone and in person</li> <li>▪ Demonstrated ability to learn quickly and work in fast-paced environment</li> <li>▪ Confirmed ability to communicate orally in French and English</li> <li>▪ Demonstrated commitment to the Mission, Vision, Values, Ethics and strategic directions of Providence Care</li> <li>▪ Demonstrated ability to create an inclusive and welcoming environment that values each individual; respects their values, preferences and unique abilities; and mitigates against the experience of stigma</li> <li>▪ Demonstrated commitment to ongoing process improvement and delivering outstanding quality and results</li> <li>▪ Demonstrated positive approach and resilience toward innovation and change, and ability to quickly adapt to evolving workplace standards of practice</li> <li>▪ Demonstrated understanding and alignment to, expectations and deliverables of the organizational, department and team goals; effective stewardship of resources</li> <li>▪ Demonstrated ability to effectively work independently with proven reliability and trustworthiness</li> <li>▪ Demonstrated interpersonal, written and verbal communication skills and ability to demonstrate tact and diplomacy with diverse groups of stakeholders</li> <li>▪ Demonstrated ability to organize and prioritize work effectively, manage a full work-load and meet deadlines in a busy environment with frequent interruptions</li> <li>▪ Demonstrated trouble shooting skills and ability to problem solve issues that may arise in carrying out the duties of this position</li> <li>▪ Demonstrated commitment to continued learning and professional growth</li> <li>▪ Demonstrated effectiveness as a team member through collaboration, respect and effective communication</li> <li>▪ Demonstrated understanding and commitment to health and safety policies, procedures and applicable legislation, promoting a physically and psychologically safe environment for everyone</li> <li>▪ Demonstrated good physical condition to meet the physical demands of the position and attend work on a regular basis</li> <li>▪ Bilingual in French and English language, preferred</li> </ul>
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Please send your updated resume and cover letter in one document, quoting the file number in the subject line to: [work@providencecare.ca](mailto:work@providencecare.ca).  
 Contact Alana Shea Recruitment & Staffing Specialist 613.544.4900 x53454 for a complete list of duties, responsibilities or inquiries.  
 We are committed to inclusive and accessible employment practices – Please notify the above if you require an accommodation to fully participate in the hiring process or require recruitment documents in French.