

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(PUBLIC HEALTH SERVICES – HEALTHY FAMILIES DIVISION - CHILD & ADOLESCENT SERVICES –
LOCATION – 100 MAIN ST. E.)

CLERK/RECEPTIONIST (CHILD & ADOLESCENT SERVICES) – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Clinics (Child & Adolescent Services). Performs reception duties and provides administrative support services to members of the Child & Adolescent Services Team.

GENERAL DUTIES

Provides support services to clinical staff by receiving intake forms and verifying client information; enters into data system.

Ensures client information system database is updated after each use to maintain confidentiality.

Receives telephone calls, transfers or takes messages as appropriate.

Receives visitors and clients, records attendance; notifies clinical staff of arrival.

Maintains waiting room by stacking magazines and keeping children's waiting area organized and updating reception screen as necessary.

Maintains appointment calendar.

Types and word processes correspondence, reports and resource information.

Prepares all form letters.

Completes client files, maintains files pending confirmation and closure.

Types and photocopies committee agendas, minutes and presentation materials as required.

Compiles weekly statistical information as required.

Sorts and distributes incoming mail, prepares mailings, processes outgoing mail.

Compiles waiting list information weekly.

Operates equipment such as photocopier and fax machine. Photocopies documents as required.

Monitors and reports on office supplies, including office forms and testing materials for distribution.

Calls for equipment service as requested.

Provides coverage to the Child & Adolescent Services Secretary as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office and reception experience related to duties listed above normally acquired through a combination of secretarial and administrative courses and relevant work experience.
2. Demonstrated experience in a computerized environment. Working knowledge of Microsoft Office software (Microsoft Outlook, Word and Excel).
3. Demonstrated ability to communicate with clients by telephone and in person with tact and patience. Redirects calls and enquiries as appropriate.
4. Must be proficient in Business English and possess good organizational skills.
5. Demonstrated experience in dealing with the public.
6. A pleasant and helpful telephone manner.
7. Must possess excellent verbal communication skills.
8. Must be competent in interacting with diverse clients in a helpful and knowledgeable manner.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
