

**CITY OF HAMILTON****HEALTHY & SAFE COMMUNITIES DEPARTMENT****(HEALTHY FAMILIES DIVISION – COMMUNITY DENTAL SERVICES – LOCATION – VARIOUS)****RECEPTIONIST/CLERK – HSO (HEALTHY SMILES ONTARIO) & VISION SCREENING– CUPE 5167****SUMMARY OF DUTIES**

Reporting to the Supervisor, Dental Services. Perform reception, clerical, and administrative support duties for the HSO dental team and vision screening program. The Receptionist/Clerk will be working to support a multidisciplinary dental professional team to administer the HSO dental program in busy dental clinics, which requires a high level of professionalism and confidentiality.

**GENERAL DUTIES**

Receive visitors and clients to the PHS Preventive Dental Clinics at various satellite locations.

Receive and respond to all inquiries to HSO and vision screening intake phone line.

Provide assistance to clients in completing applications and other relevant paperwork in person and over the phone.

Monitor secured fax/email inbox and distribute to service providers.

Maintain inventory of printed HSO applications and other materials.

Maintain an accurate and up-to-date hard copy and electronic filing system.

Receive, sort, and distribute incoming mail for dental and vision screening program. Prepare mailings and processes outgoing mail.

Perform clerical duties using Microsoft Office, OHISS, and ABELdent.

Compile and maintain statistics for HSO and vision screening programs.

Effectively work with a multidisciplinary team.

Protect all documents and information to ensure client confidentiality.

Provide coverage for Receptionist Dental Clinic.

Perform other duties as assigned as directly related to responsibilities of this position.

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

**QUALIFICATIONS**

1. Previous dental office reception experience required, normally acquired through a combination of education and related work experience.
2. Previous work experience and / or education in the dental field required.

3. Experience in a computerized environment. Demonstrated ability working with Microsoft Office XP (Microsoft Outlook, Word and Excel at a basic level). Working knowledge of OHISS and ABELdent would be considered an asset.
4. Demonstrated ability to communicate with patients, parents, and the public with tact and patience and redirect calls and enquiries as appropriate.
5. Demonstrated ability to maintain an efficient filing system; hard copy and electronic in order to access information quickly and efficiently.
6. Highly developed customer service and interpersonal skills. Demonstrated ability to deal with people in a difficult situation while maintaining confidentiality, tact, and patience.
7. Demonstrated ability to work collaboratively and cooperatively with an inter- disciplinary team of health professionals.

**NOTE:**

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure

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

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