
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical

Class Series: Clerk General

Grid: 11

Class Title: Clerk III, Receptionist

I. Level Definition

Positions at this level perform a variety of clerical duties such as receiving visitors, telephone answering, and typing; and/or independently telephone medical test results.

II. Typical Duties

1. Receives visitors, provides information and directs to appropriate areas.
2. Obtains information required from patients and completes a variety of standard forms such as medical insurance billing forms.
3. Types material such as correspondence, reports, and medical billings from drafts, revisions or dictating machines.
4. Telephones or transmits test results and medical information to patients, physicians and others according to established procedures.
5. Submits charges to Finance based on billing schedules for inpatient and outpatient services such as diagnostic examinations, physiotherapy treatments.
6. Maintains records such as test procedures performed, patients treated according to established categories, performs various arithmetic calculations and prepares summary reports as required.
7. Schedules patient appointments for diagnostic procedures or treatments.
8. Takes minutes or notes such as at departmental meetings and transcribes as required.
9. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12 and one year's recent related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 55 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.