Job Title: Receptionist
Department: Campus Wellness
Reports To: Client Customer Service Supervisor
Jobs Reporting: None
Salary Grade: USG 4
Effective Date: August 2019

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

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
- Works closely as a team with other receptionists, staff and clinicians
- Ensures fluency with procedures / protocols in all Campus Wellness venues in order to provide regular coverage and rotation within venues
- Assists 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.)
- Contributes to Campus Wellness by participation in various committees

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education
# Job Description

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

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<th>Experience</th>
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<td>At least one year of receptionist/customer service work experience in healthcare facility (preferably post-secondary setting)</td>
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<td>Experience working in both mental health and physical health care settings preferred, with the proven ability to deal with highly confidential and sensitive information</td>
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<td>Experience working in multicultural setting preferred</td>
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<th>Knowledge/Skills/Abilities</th>
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<td>Extensive experience with an electronic health records system is essential; experience with Clinic Information System (CIS) preferred</td>
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<td>Working knowledge of MS Word, Excel, PowerPoint</td>
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<td>Exceptional client service orientation, unwavering friendliness, professionalism and assertiveness</td>
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<td>Demonstrated commitment to teamwork, attention to detail, flexibility, and accuracy</td>
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<td>Ability to respond to competing demands in a fast-paced environment</td>
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## 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. Hours of operation vary throughout the year, and within Campus Wellness venues. Receptionist position requires flexibility to work a variety of shifts, from 8:00 a.m. to 8:00 p.m.