

# JOB DESCRIPTION

Benchmark Job #177

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Ministry: Health  
Branch: Various Health Units  
Location: Various

Working Title:  
Level:  
Classification:

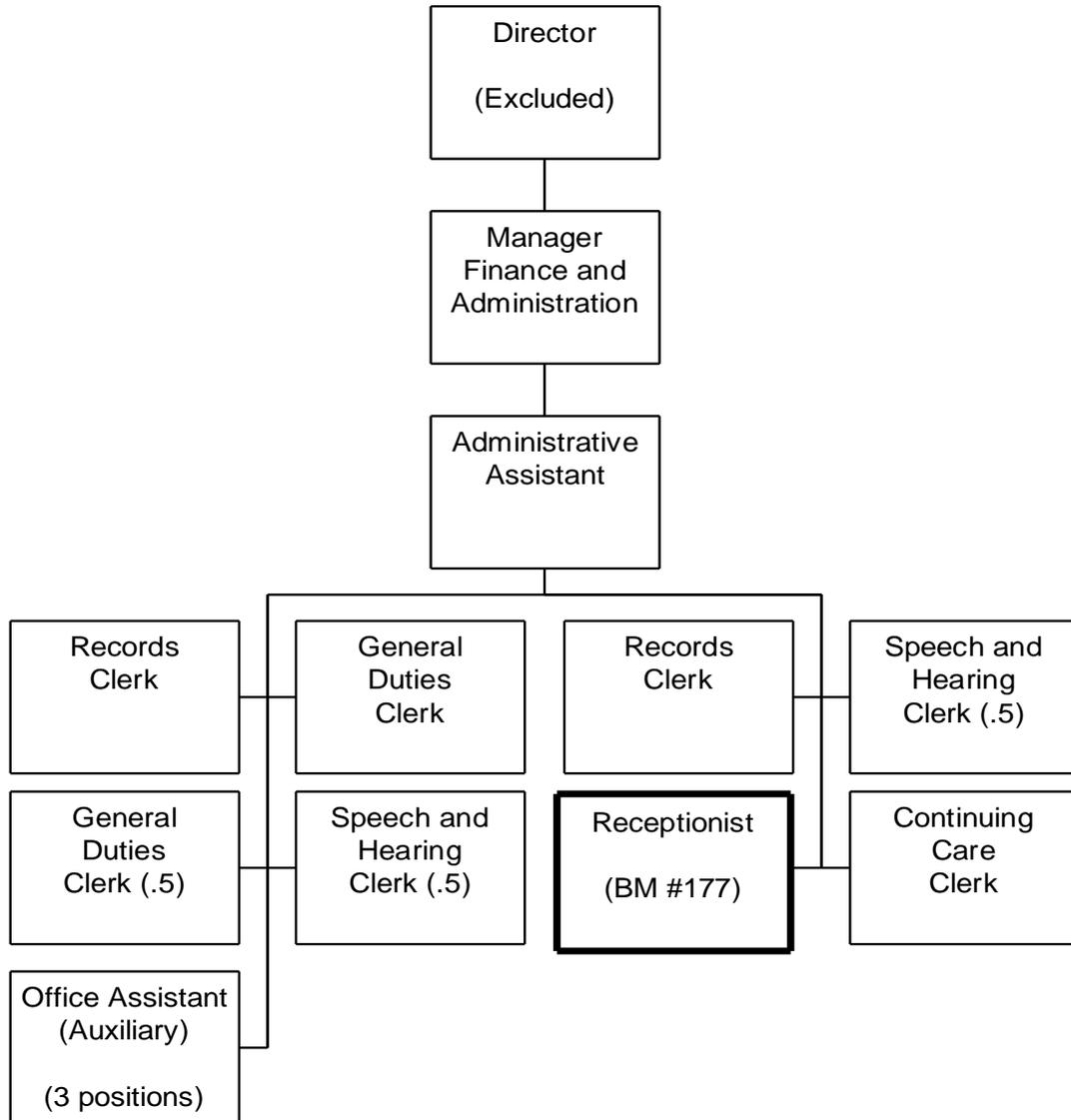
**Receptionist**  
Range 9  
Office Assistant

## PRIMARY FUNCTION

To provide receptionist services for the Health Unit.

## JOB DUTIES AND TASKS

1. Performs receptionist and switchboard services in a health unit
  - a. receives and screens several hundred incoming calls daily and directs to appropriate departments and staff, takes telephone messages for staff
  - b. responds to general inquiries over the telephone or at the counter, informs clients, agencies and the public of health unit policy and procedures; responds to questions from clients with speech and hearing impairments
  - c. directs clients and visitors entering the facility to other departments, such as Mental Health Centre and Income Assistance
  - d. books appointments for immunizations
  - e. monitors staff in/out board and informs clients of availability; reports details to after hours service
  - f. assists with processing clients through Drop-in Clinics by retrieving records, completing forms, receiving fees and providing receipts
  - g. distributes resource material such as pamphlets to the general public upon request
  - h. receives fees and reconciles revenues received from Public Health Inspection and Speech and Hearing Clinic fees against records of up to \$250 per month
  - i. opens, sorts and distributes incoming mail and prepares outgoing mail
  - j. monitors use of lending keys to BC Tel personnel and elevator inspectors
  - k. calms upset or angry clients, warns others of violent clients and calls for emergency assistance
2. Performs other related duties
  - a. performs various typing services including keyboarding letters, memoranda, reports, birth records, medical test requisitions and schedules and forwarding to appropriate staff
  - b. books meeting rooms, audio-visual equipment and videos for staff and outside agencies
  - c. requests persons to sign in/out for audio visual equipment and videos
  - d. updates health records and files
  - e. ensures building is secured at closing time
  - f. provides formal training to auxiliary workers on switchboard operation for two weeks per person to provide switchboard relief



## REASON FOR CLASSIFICATION

Benchmark Job #177

Job Title: Receptionist

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and how they relate to the health unit to provide reception services, book clinical appointments, reconcile fees and word process documents.</p>	C	60
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to screen calls and direct to appropriate person, book rooms and appointments, operate word processor, maintain files and reconcile fees.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Discretion required to exchange information with clients with speech or hearing impairments.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to use a computer to produce correspondence, requisitions, records and schedules with some speed to meet deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to provide reception, book clinical appointments, rooms and audio visual equipment for clients and staff and perform word processing.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Some financial responsibility to receive various public health fees and reconcile revenue received with records of receipts.</p>	C	15
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Some responsibility to access and update Health Unit records and records of audio visual equipment use.</p>	B	10

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal training to auxiliary workers on switchboard operation at two week sessions to provide switchboard relief.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to report unsafe behaviour of clients and call emergency services when necessary of mental health and income assistance clients.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen to and respond to inquiries from mental health and income assistance clients.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to view computer screens and reports.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with upset mental health and income assistance clients.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequent possibility of physical violence from mental health unit and income assistance clients at reception counter.	D	9

**Total Points: 278**

**Level: Range 9**