

RECEPTIONIST

Employment Status:	Temporary, Part-time, Up to 12 months
Compensation:	\$27.19 per hour + 13.75% in lieu of benefits
Location:	Strathmere Lodge - Strathroy, ON
Union/Non-union:	UNIFOR

POSITION OVERVIEW

The Receptionist is responsible for providing excellent customer service by managing the front desk, including answering and directing telephone inquiries, greeting and assisting visitors, and responding to resident and family inquiries in a courteous and professional manner. The role performs a variety of clerical duties to support the administrative functions at Strathmere Lodge, including but not limited to records management, resident banking transactions, and the distribution of employee correspondence and other communications, as required. This position also assists and provides coverage for the Accounts Clerk.

This is a temporary, part-time position for up to twelve (12) months. The hours of work will be Monday to Friday, from 10:00 a.m. to 4:00 p.m.

QUALIFICATIONS

- 2-year Community or Business College Diploma in Office Administration
- Experience using Microsoft Office Suite including Word, Excel, and PowerPoint
- Experience using accounting and electronic healthcare record software such as UKG and PointClickCare an asset
- Current Vulnerable Sector Check and TB Testing that is satisfactory to Strathmere Lodge/Middlesex County

WHY CHOOSE STRATHMERE LODGE?

Strathmere Lodge is a not-for-profit, long-term care home that is owned by Middlesex County. Opened in 2006, this facility sits on a five-acre site on the outskirts of Strathroy. The home provides care to 160 residents in accordance with Ontario legislation and standards established and monitored by the Ministry of Long-Term Care.

At Strathmere Lodge, you will have a chance to make an impact in your everyday work and build lasting relationships. We offer a culture that values inclusion, diversity, and employee development. We invest in our people to help them leverage their strengths to achieve their career aspirations.

HOW TO APPLY

If you are interested in this opportunity, please submit your cover letter and resume by email to hr@middlesex.ca by **4:30 p.m. on October 18, 2024**.

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection purposes only.

WHAT WE OFFER

Employee Recognition Events
Professional Development
Banked Time-Off
OMERS Pension Plan
Health and Dental Benefits or Pay in Lieu
Employee and Family Assistance Program

VISIT OUR CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>

Join our team and build a rewarding career!

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.



STRATHMERE LODGE POSITION DESCRIPTION

TITLE:	Receptionist
REPORTS TO:	Office Supervisor
DEPARTMENT:	Administration
POSITIONS SUPERVISED:	N/A
EFFECTIVE DATE:	September 2024

POSITION SUMMARY

The Receptionist is responsible for providing excellent customer service by managing the front desk, including answering and directing telephone inquiries, greeting and assisting visitors, and responding to resident and family inquiries in a courteous and professional manner. The role performs a variety of clerical duties to support the administrative functions at Strathmere Lodge, including but not limited to records management, resident banking transactions, and the distribution of employee correspondence and other communications, as required. This position also assists and provides coverage for the Accounts Clerk.

PRIMARY DUTIES & RESPONSIBILITIES

- Performs clerical functions such as answering telephone, taking/relaying messages and photocopying.
- Greets visitors and answers general enquiries. Accepts Resident Trust Account cheques.
- Receives, sorts and distributes mail to appropriate personnel and residents.
- Performs secretarial functions such as typing correspondence, reports for monthly board meetings, filing and maintaining records.
- Prepares financial admission packages for residents, and uploads documents to medical software program.
- Maintains computerized resident trust and pocket money accounts. Pays resident bills from their trust accounts; telephone, tuck shop, foot care, hairdressing, or other approved vendors.
- Reconciles pocket money and trust accounts monthly and allocates interest to the accounts.
- Counts and balances the petty cash account.
- Administers Record Management system.
- Maintains inventory of office supplies.
- Handles banking of maintenance payments and resident pocket money, in the absence of the Accounts Clerk.
- Assists auditor with regards to pocket money and accounts payable.
- Assist with essential payroll duties, in the absence of the Accounts Clerk.
- Emails County Payroll Clerk(s) of meal ticket purchased by employees.
- Maintains Resident Directory Board.
- Creates resident clothing labels upon admission.
- Other duties as assigned.

QUALIFICATIONS

Education & Experience

- 2-year Community or Business College Diploma in Office Administration.
- Experience using Microsoft Office Suite including Word, Excel, and PowerPoint.
- Experience using accounting and electronic healthcare record software such as UKG and PointClickCare an asset.

Knowledge, Skills and Abilities

- Proficient keyboarding skills.
- Excellent verbal and written communication skills for interacting with residents, families, healthcare professionals, visitors, and staff.

- Ability to manage time, prioritize tasks, and maintain an attention to detail to ensure accurate and up-to-date records and data.
- Ability to handle multiple tasks simultaneously in a busy long-term care setting, ensuring efficient workflow and timely completion of responsibilities.
- Ability to handle sensitive information with discretion, maintaining confidentiality at all times.

Other

- Current Criminal Record Check with Vulnerable Sector Screening that is satisfactory to Strathmere Lodge/Middlesex County.
- Completion of TB testing (a 2-step TB skin test must be completed within the last twelve (12) months, or a 1-step TB skin test within the last twelve (12) months will be accepted with proof that a 2-step TB test was previously completed).