



CHARLES MANOR

SENIORS COMMUNITY

RECEPTIONIST – JOB DESCRIPTION

JOB SUMMARY:

The Receptionist performs a variety of accounting functions, as well as confidential clerical and receptionist duties associated with the daily operation of an effective business. The Receptionist assists in maintaining a safe and secure environment for residents, visitors, and staff. All duties are performed in the best interest of the residents and their families and is in accordance with VRS Communities Society's (VRS) vision, mission, and values.

KEY DUTIES AND RESPONSIBILITIES:

1. Responds to resident or family member concerns and ensures appropriate action is taken within decision-making authority and/or brings to the attention of the Business and/or General Manager.
2. Checking residents and responding to emergency calls.
3. Ensures Residents Attendance Sheets are maintained and follow up if resident is not observed at mealtimes
4. Participates as a member of the work team and provides support to other team members.
5. Processes accounts payable and accounts receivable including verification of totals and coding as required.
6. Processes daily bank deposits for resident accounts receivable account.
7. Effectively communicates and interacts with residents, family members, visitors and volunteers in a courteous and professional manner.
8. Conducts duties in accordance with VRS policies and procedures, as well as government regulations, laws and policies.
9. Understands and follows all health and safety policies and procedures. Works safely to reduce the risk of injury to self, other staff members and residents. Promptly reports all actual or potentially hazardous situations.
10. Maintains the workstation in an orderly fashion.
11. Maintains confidentiality of resident and team members personal information.
12. Maintains department files and records, including correspondence, forms, and routine office records and reports.
13. Receives incoming mail, co-ordinates distribution and processes outgoing mail.
14. Answers telephone calls and greets visitors. Responds to routine inquiries in person and by phone, relaying calls and messages to the appropriate personnel.
15. Performs other related duties as required.

QUALIFICATIONS:

- Must be skilled at problem-solving, including being able to identify issues and resolve them in a timely manner.
- Must possess strong interpersonal skills.
- Must be able to prioritize and plan work activities to use time efficiently.
- Must be organized, accurate, thorough, and able to monitor work for quality.

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- Must be dependable, able to follow instructions, respond to management direction, and must be able to provide performance through management feedback.
- Must have the ability to establish and maintain good interpersonal relations by displaying tact, courtesy and patience with residents, families, and staff.
- Must be able to work in a fast-paced environment.
- Must exhibit excellent customer service skills.
- Must be able to respond to emergency situations.

EDUCATION/TRAINING:

- Completion of secondary school education or equivalent.
- Knowledge and proficiency of MS Office (i.e. PowerPoint, Excel, Outlook, and Teams)
- Ability to type 50+ words per minute.
- First Aid certification

EXPERIENCE:

- At least one year of experience working in a similar position.
- Previous experience working in a senior's home is considered an asset.

PERSONAL:

- Must be able to speak English fluently and communicate effectively both verbally and in the composition of written materials.
- Must pass a Criminal Record Check.

WORKING CONDITIONS:

- This position works in an office environment during hours required by the site.
- The employee must have a reliable means of transportation to the site.
- Requires a low level of physical effort: alternating positions of walking, sitting, standing, movement of light objects and intermittent periods of keyboarding.
- Constant mental stress associated with the performance of work due to time deadlines, organizing information, and interaction with other staff members and the public.

SCHEDULE:

- Must be available on Weekends, and have some availability on Weekdays
- Shifts: 7am-3pm or 3pm-11pm

****All applicants must be vaccinated with at least two doses of the COVID-19 vaccine. Proof of vaccination is required upon hire.**

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