



UNION JOB DESCRIPTION

JD271

JOB TITLE:	Receptionist/Cashier	JOB DESCRIPTION NO.:	40126
CLASSIFICATION:	Switchboard Operator ; Clerk III, Admitting ; Clerk III, Cashier; Clerk III, Receptionist	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10404; 10001; 10202; 10304
UNION:	HEU	JOB/CLASS CODE:	40126
PROGRAM/DEPARTMENT:	Long-Term Care	BENCHMARKS (If Applicable):	10404; 10001; 10202; 10304
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Any VSI site		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient & staff safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager or designate, provides reception services, information and direction to residents, visitors and others, operates the telephone switchboard and paging system, utilizes computerized applications to maintain, update and enter information to the Admitting, Discharge, Transfer (ADT) system, receives, balances and disburses cash collected from various areas for trust accounts and petty cash, performs a variety of clerical duties as assigned. Utilizes a personal computer and related word processing, database, spreadsheet, and presentation software tools.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Performs a variety of general reception and clerical duties such as:

- operating the facility telephone switchboard and paging systems, taking and placing calls and pages, recording and relaying messages, answering routine inquiries and referring inquiries as appropriate.
- setting up staff phone access and voice mail boxes, orientating staff to the phone system, troubleshooting phone systems and forwarding concerns or problems to telephone service for repair or resolution as required.
- receiving and greeting facility visitors, residents and others, providing information, and directing to appropriate area as required.
- sorting and distributing resident mail, lists, and other business mail.
- utilizing a variety of software and computerized programs, creates, types and distributes various forms, documents, correspondence, spreadsheets and reports.
- recording, typing and distributing minutes from various meetings such as Site Operations Teams and others as required
- collecting, collating and filing Incident Reports
- Provides assistance to residents; books non-emergent transportation, coordinates community transportation resources.

- Receives, checks and deposits residents' valuables for safekeeping; returns valuables in accordance with facility policy; maintains related records by entering records to a log, issues receipts and disposes of unclaimed items.
- Receives and records deposits to residents' trust accounts (comfort fund); issues and records cash advances from those trust accounts as requested by residents; maintains related records by preparing and distributing month end lists of resident trust account/cash balances, prepares and forwards records of resident account refunds.
- Receives donations made in person and by mail; prepares official receipts and issues acknowledgements; forwards details of donations to assist in the maintenance of the donation register.
- Maintains the Admission, Discharge, Transfer (ADT) system by entering information, data and records to the computerized system, keeps the ADT system, information and data current by entering updated and adjusted records and data as required.
- Receives payments and cash made in person and by mail for a variety of departments/accounts including residents' billings, sundry accounts, petty cash from a variety of areas, and other related accounts; records payments and issues change and receipts; daily balances cash against receipts, reconciles, checks, verifies, records and disburses; places daily cash received in sealed envelope and forwards to Finance.
- Codes invoices and forwards bills to accounts payable.
- Maintains stationary supplies by monitoring inventory and re-ordering as necessary.
- Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

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

Skills And Abilities

- Ability to keyboard at 45 wpm
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.