

Employment Opportunity

“Health Center Receptionist/Health Assistant”

SUMMARY OF THE POSITION:

The Pabineau First Nation is looking for a full time Health Center Receptionist / Health Assistant who is outgoing, energetic, approachable, and professional. The successful candidate will be the first point of contact for all clients and guests entering and communicating with the Pabineau First Nation Community Health Center. He/she will be responsible for opening and closing the office, welcoming clients and guests, scheduling appointments for clients/patients over the phone and in person, responding to questions, establishing and maintaining a medical filing system, and assisting members of the Health Team as required with a variety of clerical tasks. The successful candidate will work under minimal supervision.

EDUCATION REQUIRED: Related college diploma or university degree

SKILL AND EXPERIENCE REQUIRED:

- Strong, clear, pleasant, and professional telephone skills
- Strong interpersonal skills, administrative skills and exceptional customer service skills
- Strong team player that can work well within a health team
- Strong MS Office skills, Word, Excel, Powerpoint, and internet research schools
- Strong organizational skills and attention to detail
- Excellent oral and written communication and superior organizational skills
- Ability to organize and schedule appointments in a timely manner
- Able to multi-task and prioritize tasks efficiently
- Demonstrate initiative and forward pro-active thinking
- Ability to communicate effectively with team and clients
- Adaptable and able to work with tight deadlines
- Effective listening skills
- Self motivated
- Ability to collect and maintain confidential medical files and information
- Ability to work independently and as a part of a team
- A minimum of 2 years of previous experience in a front desk administrative, receptionist, or customer service role, 2-3 years minimum
- Proven ability to communicate in verbal and written form to a variety of audiences, both internally and externally.
- Ability to analyze, interpret and process written and verbal requests
- Ability to identify, assess and forward issues or situations to the appropriate authority
- Possess a creative, proactive, service-oriented and solution based approach to meeting business objectives.

- Ability to handle and prioritize a variety of activities, ensuring work is tracked, monitored and followed-up, in a timely basis
- Strong PC skills are a must - experience with Microsoft Word, Excel, and PowerPoint and excellent typing skills required (minimum 35 WPM)
- Be willing and available to take training as required throughout employment.

Strong service oriented, verbal communication skills, ability to build relationships with others, ability to act as a team player, flexible/adaptable, and demonstrated technical abilities

JOB DUTIES:

- Opening the office in the morning and closing in the evening
- Serving as the first point of contact within the Health Center
- Maintaining a clean and friendly environment for the staff and patients
- Providing reception support, i.e., answering, screening, and directing all incoming calls, effectively greeting and communicating with clients, and maintaining all incoming and outgoing mail
- Scheduling client appointments over the phone, in person, and via email
- Explaining clinic procedures to patients
- Provide administrative support for members of the Health team and medical practitioners as required,
- Preparing presentations and materials using Microsoft Word, Excel, and Powerpoint
- Ordering office supplies
- Seeking prior approval and processing claims for medical transportation
- Filing confidential medical documents and transcripts
- Transcribing reports
- Coordinating travel arrangements and process travel claims for members of the Health team
- Maintaining equipment and office supplies, including ordering required repairs of equipment, stationery etc.
- Helping keep office/meeting rooms/common areas tidy
- Maintaining patient records and filing of records
- Preparing a variety of proposals
- Coordinating special projects
- Performing a variety of additional duties as assigned

VOLUNTEERING:

The Chief and Council are seeking a candidate who is willing to “volunteer” to participate in after-hour community-based activities.

PROBATION:

As the Chief and Council will require that the duties and responsibilities outlined above are met in a professional manner, the successful candidate will be required to serve a 6- month monitored probationary period upon employment.

NOTE: This position is open to registered members of the Pabineau First Nation.

LOCATION: Pabineau First Nation, New Brunswick

WAGE: To be discussed during interviews

If you are interested in this employment opportunity, please submit your resume, cover letter, and references to the Human Resource Manager, Barbara Calderone.

Attention: Human Resource Manager, Barbara Calderone
Pabineau First Nation
1290 Pabineau Falls Road
Pabineau First Nation, N.B., E2A 7M3

DEADLINE: October 1st,2010 at 4:00pm. Interviews will be scheduled for the week of October 4th, following the screening process.

No applications will be accepted beyond the closing deadline.
