



Équipe de santé familiale du Bas-Outaouais
Lower Outaouais Family Health Team

Position Description: Receptionist

The Lower Outaouais Family Health Team (LOFHT) is looking for a dedicated permanent full-time receptionist. The LOFHT serves our community by promoting wellness and healing through collaborative care, where the team works together to support active participation of the patient towards their wellness goals. Located in Hawkesbury (halfway between Ottawa and Montreal) our 22 family physicians and interdisciplinary health professionals work collaboratively to provide the best primary care to our 19,000 patients.

As part of our reception team, you will be jointly responsible for smooth operation of a busy reception desk and a positive patient service experience. This will include welcoming patients and visitors to the clinic, answering telephones, managing a variety of clerical functions all while supporting our health care providers.

Other Duties and Responsibilities

- Answer multi-line telephone system, book appointments, distribute messages
- Coordinate online booking system
- Notify patients of appointments, recalls referrals and diagnostic tests as required
- Address patient inquiries on the phone and in person
- Processing faxes and scanning documents.
- Other duties and responsibilities as assigned

Position Requirements

- Previous reception or related administrative experience in the health field - preferred
- Graduate of a medical administration program or related office administration course - preferred
- Exceptional customer service skills
- Excellent interpersonal, communication and organizational skills
- Ability to multi-task and set priorities while managing a high volume of phone calls and daily transactions
- Knowledge of medical terminology preferred
- Knowledge of and experience with EMR systems preferred
- Basic proficiency with MS Office (Word, Excel, Outlook) - required
- Bilingual- required



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Additional Job Requirements

- Must adhere to all LOFHT Policies and Procedures
- Criminal records check is required

Salary Range

\$41,000-\$43,875

The LOFHT is a HOOPP employer

To apply, please send your resume and cover letter to Conn Hamilton at chamilton@lofht.ca

