 Job Description

Position Title: Receptionist/Bookkeeper

Department: Long Term Care (Lee Manor, Rockwood Terrace)

Reports To: Office Coordinator

## Purpose

Reporting to the Office Coordinator, the Receptionist/Bookkeeper provides the initial contact with visitors, residents and families.

The Receptionist/Bookkeeper is required to perform their duties in a manner that supports the ‘Colour It’ resident led philosophy of care, consistent with the core values and employee guiding principles, ensure resident safety and demonstrate customer service excellence.

## Responsibilities

### General

* Greet visitors; determine purpose of visit, and direct visitor to proper location or person;
* Answer telephone, take messages/forward calls to voice mail, and place outgoing calls as requested or needed using Home-specific procedures;
* Perform incidental clerical work including keyboarding, filing, delivering messages, sorting mail, photocopying, faxing, etc.;
* Prepare courier packages and arrange for pickup of same;
* Receive donation funds, arrange timely acknowledgement and receipt, maintain donation board;
* Send acknowledgements/cards;
* Order staff name badges, resident room plaques;
* Maintain internal mechanisms and audits to ensure records are utilized, stored, managed, retained and destroyed as per County policies. (personnel files, seniority hours, resident files)
* Maintain confidentiality of all financial, personnel and resident data;
* Provide administrative support for department managers as required;
* Schedule meetings, appointments, book meeting rooms.

### Financial and Record Keeping Accountability

* Maintain PointClickCare (PCC), the electronic health record with inputting of data on any residents as received, for any new admissions, discharges (monthly census);
* Complete Admission and Monthly MDS data entry;
* Maintain accurate records of resident vacation and leave of absence(s) and lost bed days and convert into accounts receivable;
* Maintain process to ensure resident agreements are current;
* Key contact for resident cable as required;
* Prepare monthly account statements to residents or person(s) responsible and receive payment of such;
* Maintain the resident trust accounts, record and post all receipts and disbursements;
* Prepare Resident banking and trust fund deposits;
* Receive invoices and packing slips and ensure they are matched with invoices and distribute to appropriate managers for coding;
* Provide data entry for A/R and A/P;
* Provide back-up for payroll and accounts payable/receivable as required;
* Maintain, code and balance office petty cash.

### Quality Management

* Ensure the collection of indicators within an established time line on a monthly basis as assigned;
* Contribute to the development of recommendations for corrective action to reach corporate mean for indicators;
* Take minutes for internal committees, distribute minutes to committee members;
* Update policies and procedure manuals.

### Community Relations

* Promote a positive working environment with the service providers and suppliers working with the Home;
* Maintain positive communication between the home and community services.

### Occupational Health & Safety

* Adhere to the OH&S Act and Regulations, follow all health and safety policies and procedures, and works safely to reduce the risk of injury to self, co-workers, and residents;
* Shared responsibility for the safety of residents, staff and visitors;
* Wear personal protective equipment as designated;
* Participate in drills to prepare for emergencies.

### Family & Resident Relations

* Foster positive customer service with residents and families in their day-to-day work;
* Answer questions/enquiries in a prompt and professional manner;
* Conduct tours for prospective residents/families as required;
* Assist Resident Family Service Manager with Mail Chimp distributions and other communications.

### Ministry of Health Compliance

* Foster good working relationships with relevant persons within the Ministry of Health;
* Work within processes to ensure compliance to all standards on an on-going basis.

### Human Resources

* Post job vacancies, receive and forward resumes to hiring manager.

## Working Conditions

Usual hours of work up to 37.5 hours per week. Works in an accessible area with frequent disruptions and distractions from residents, family members, visitors and staff that require assistance and information.

## Contacts

## Internal Working Relationships

Internal working relations with the Administrator, Leadership Team, Staff, Residents and other County Staff.

## External Working Relationships

Families, suppliers, repair personnel, contractors, couriers and the general public.

## Knowledge and Skill

* Post-Secondary School Diploma in Office Administration Executive, Business Administration or other comparable training;
* Experience in Finance, Payroll Administration and Human Resource functions;
* Experience in Long Term Care is an asset;
* Possess proven office administration skills;
* Communicate clearly, concisely and correctly in the written, spoken and visual form;
* Must be able to use effective communication, problem-solving and interpersonal skills to assist with the completion of individual and team tasks;
* Understand fully the concepts of commonly used business computer applications such as Microsoft Word, Excel, Email, Data Base and Internet; using business vocabulary and language skills to produce accurate business correspondence by a specified deadline.

## Impact of Error

Errors may lead to delays, disruptions and duplication of effort.

Errors, miscommunication and breach of confidentiality may result in unfavorable relations with residents and their families and loss of confidence and trust in the Home