

## **Job Description:** Administrator/Reception Client Services: In-take

We are looking for a motivated Administrator to join our dynamic clinic setting located in Toronto, ON. This role is responsible for the initial point of contact for clients within the clinic setting.

### **Activities may include:**

- Greet Clients and visitors
- Client intake
- Maintain and keep current appointment calendar
- Inform staff of upcoming events and changes in the calendar
- Nightly reminder calls to next days clients
- Digitally "pull client files" for scheduled appointments
- Pick up and drop off mail (on and off site)
- Pick up voice mail in the morning
- Faxing & Scanning
- Maintain storage file inventory
- Anniversary calls
- Referral follow-up
- Maintain office supplies
- Schedule clinics
- Keep records of client conversation in client electronic file
- Respond to client enquiries received by phone, fax and in-person
- Respond to general enquiries received by phone, fax and in-person and direct to appropriate staff member
- Straighten waiting-room/tidy office area
- Ensure files are maintained in the appropriate format as described
- Other duties as assigned by supervisor/ clinic manager/ client out-put

### **Necessary Skills:**

- Ability to multi-task
- Excellent communication skills (listening skills and clear communication)
- Well-developed organization and time management skills
- Punctual, reliable & courteous manner
- Computer skills - Comfortably and confidently use computer and specialized software.
- Ability to maintain accurate records

### **Training and Requirements**

College diploma in Administrative Studies (or equivalent) is recommended