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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 10

**Class Title:** Clerk II, Receptionist

### **I. Level Definition**

Positions at this level function under close supervision and perform a variety of clerical duties such as receiving visitors, telephone answering, typing.

### **II. Typical Duties**

1. Receives visitors, provides information and directs to appropriate areas.
2. Obtains information required from patients and completes a variety of standard forms such as medical insurance billing forms.
3. Types material such as correspondence, reports from drafts, revisions or dictating machine.
4. Telephones or transmits test results and medical information to patients, physicians and others as specifically directed.
5. Submits charges to Finance based on billing schedules for in and outpatient services such as diagnostic examinations, physiotherapy treatments.
6. Maintains statistical records such as test procedures performed, patients treated according to established categories and submits summary totals as required.
7. Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 12 or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.

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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Clerk General

**Grid:** 8

**Class Title:** Clerk II, Receptionist

### **I. Level Definition**

Positions at this level function under close supervision and perform a variety of clerical duties such as receiving visitors, telephone answering, typing.

### **II. Typical Duties**

1. Receives visitors, provides information and directs to appropriate areas.
2. Obtains information required from patients and completes a variety of standard forms such as medical insurance billing forms.
3. Types material such as correspondence, reports from drafts, revisions or dictating machine.
4. Telephones or transmits test results and medical information to patients, physicians and others as specifically directed.
5. Submits charges to Finance based on billing schedules for in and outpatient services such as diagnostic examinations, physiotherapy treatments.
6. Maintains statistical records such as test procedures performed, patients treated according to established categories and submits summary totals as required.
7. Performs other related duties as assigned.

### **III. Qualifications**

(1) Education, Training and Experience

Grade 12 or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
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