

## **Glengarry Nurse Practitioner-Led Clinic**

### ***Cliniques dirigées par du personnel infirmier praticien de Glengarry***

The Glengarry Nurse Practitioner–Led Clinic (GNPLC) is one of 26 progressive primary care clinics in Ontario delivering team-based healthcare and preventive services that are client-centered and outcome-oriented. Our innovative model of care enables Nurse Practitioners to lead clinical care in collaboration with a skilled interdisciplinary team of health professionals. We are committed to enhancing access to care and supporting the overall health and well-being of our community.

#### **Receptionist- Clerical client services support**

Part time or Full time (17.5 or 35 hours per week) salary range is (\$22.34 - \$23.99/ hour)

#### **Position Summary:**

We are seeking a highly organized and professional Medical Receptionist to serve as the first point of contact for patients and visitors. The successful candidate will demonstrate excellent communication skills, attention to detail, and the ability to manage competing priorities in a fast-paced clinical environment while maintaining a high standard of patient service.

#### **Receptionist Responsibilities:**

- Verify and update patient demographic information at each visit, including address, telephone number, and health card details
- Greet patients, answer incoming calls, schedule and reschedule appointments, and respond to patient inquiries in a professional and courteous manner
- Conduct appointment reminder calls as required
- Provide clerical and reception support to an interdisciplinary healthcare team
- Perform general administrative duties, including photocopying, filing, and document preparation
- Manage faxing, scanning, and tracking of medical consultations, test results, and reports within patient charts
- Maintain accurate and up-to-date electronic medical records (EMR)
- Ensure a clean, organized, and welcoming reception and waiting area
- Maintain strict patient confidentiality at all times
- Comply with all clinic policies, procedures, and applicable legislation, including Occupational Health & Safety (OH&S), Infection Prevention and Control (IPAC), Workplace Hazardous Materials Information System (WHMIS), and the Personal Health Information Protection Act (PHIPA)
- Perform other related clerical and reception duties as assigned

#### **Qualifications and Skills:**

- Diploma or certificate in Medical Office Administration or Medical Reception an asset (or equivalent combination of education and experience)
- Recent and relevant experience in a medical reception or clerical role
- Proficiency with computer systems, including EMR (e.g., PS Suite), Microsoft Office, and internet applications
- Strong attention to detail and a high level of accuracy
- Excellent customer service and communication skills, with professionalism, diplomacy, and discretion
- Strong organizational and time-management skills, with the ability to prioritize effectively in a fast-paced environment
- Bilingualism (English and French), both verbal and written, is considered an asset
- Reliable and dependable, with the ability to manage competing priorities and work effectively under pressure
- Demonstrated ability to follow staff and patient safety protocols and procedures
- Ability to work independently as well as collaboratively within a team environment
- Consistent attendance and punctuality

**What We Offer:**

- A supportive, collaborative, and team-oriented work environment
- Competitive compensation commensurate with experience
- Opportunities for ongoing learning and professional development
- The opportunity to contribute meaningfully to community-based primary healthcare
- HOOPP Pension and other benefits

**How to Apply:**

Please submit your resume and cover letter to Amanda Nixon, clinical lead Nurse Practitioner at [anixon@glengarryclinic.ca](mailto:anixon@glengarryclinic.ca) by May 8, 2026.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Accommodation will be provided for all parts of the application process in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Applicants must make their needs known in advance.