

Glengarry Nurse Practitioner-Led Clinic

Cliniques dirigées par du personnel infirmier praticien de Glengarry

Receptionist – Clerical client services support – Full Time

Full time:(35 hours per week)

Schedule: Monday to Friday, days, evenings

Start date: August 2026

Salary range: (\$22.34 – \$23.99/hour)

Reports to: Office Manager

The GNPLC is a dynamic community-based, multi-disciplinary primary care clinic providing comprehensive team-based health services to residents of SDG with particular expertise in providing care and access to people in the communities focusing on high quality care and social determinants of health.

The Glengarry Nurse Practitioner-Led Clinic (GNPLC) is dedicated to providing accessible, person-centered, and comprehensive medical care. Their mission is to offer high-quality, client-centered health services using a team-based approach, ensuring that clients receive the highest standard of care. The vision of the GNPLC is to respond with empathy and understanding, to meet each person's needs across their lifespan, continually seeking new solutions and creative methods to enhance care and services. They commit to building a strong partnership with clients, families, and community partners to provide comprehensive individualized care.

Position Summary:

We are seeking a highly organized and professional Receptionist to serve as the first point of contact for patients and visitors. The successful candidate will demonstrate exceptional customer service, excellent communication skills, and the ability to manage multiple priorities in a fast-paced clinical environment while maintaining the highest standards of professionalism and confidentiality.

Receptionist Responsibilities:

- Greet patients, answer incoming calls, schedule and reschedule appointments, and respond to patient inquiries in a professional and courteous manner
- Verify and update patient demographic information at each visit, including address, telephone number, and health card information
- 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
- HOOPP Pension and other benefits

How to Apply:

Please submit your resume and cover letter to Melissa Brown, Office Manager at alead@glengarryclinic.ca by August 3, 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.

GNPLC confirms that we do not use artificial intelligence (AI) or automated decision-making tools during the recruitment or hiring processes. All candidate screening, evaluation, and selection decisions are conducted by human recruiters or hiring managers using predefined, job-related criteria, ensuring a fair, transparent, and human-led hiring process in compliance with applicable employment and privacy laws.