

INTERNAL/EXTERNAL POSTING

Inviting applications for the position of: Medical Receptionist

Location: Smiths Falls, Merrickville sites
Hours: 1.0fte – 70hrs bi-weekly
Term: 1 year
Salary Range: \$38,000 - \$45,200 annually or \$20.88-\$24.84 hourly
Start date: September 21, 2026
Existing Vacancy: yes

Who we are:

Rideau Community Health Services (RCHS) is a non-profit, community-governed health and social service agency that provides comprehensive primary care, health promotion and community development services. Working with partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville and Lanark counties.

What we offer:

- Competitive Rates
- Health Benefits – 100% premium pd,
- Pension Plan - HOOPP
- Generous paid time off
- Team Work
- Professional Development opportunities
- Work/Life Balance and Supportive Culture

About the Role:

Provides reception and administrative support services and operates and maintains appointment, chart, and document management systems across the entire organization.

Submit your expression of interest in the form of cover letter and resume by Sept 8, 2026

To Human Resources hr@rideauchs.ca

All applications are considered confidential. AI screening is not used in hiring.

RCHS is accountable to employees, clients and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations. RCHS is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please call 613-269-3400, ext. 228.

POSITION TITLE: MEDICAL RECEPTIONIST
DEPARTMENT: CORPORATE & ADMINISTRATION SERVICES
REPORTS TO: MANAGER, HEALTH ADMINISTRATION

SUMMARY: Provides reception and administrative support services and operates and maintains appointment, chart, and document management systems across the entire organization.

REPRESENTATIVE ACTIVITIES:

- Greets client in a warm welcoming and non-judgmental manner.
- Receives all clinic telephone calls, provides information, or redirects as appropriate.
- Schedules appointments for clients with appropriate provider.
- Registers clients and updates client's information (i.e. OHIP numbers, pharmacies, phone numbers) and general data clean up using electronic medical records system (EMR).
- Scans client related documentation to the appropriate section of the EMR
- Supports the organization by performing administrative functions including faxing, printing charts and sorting and distributing medical mail.
- Schedules internal room bookings when required.
- Provide back up support to the medical secretary as needed.

COMMON RESPONSIBILITIES:

- Work in a manner that preserves confidentiality and seeks to minimize risk
- Work in a manner that incorporates health promotion and recognizes the determinants of health
- Incorporate and strengthen collaborative and interdisciplinary teamwork
- Respect and value the diversity of communities and individuals
- Maintain competence and professional license to practice
- Support the student and volunteer placement programs
- Promote awareness of and participate in RCHS activities
- Contribute to the work by participating in meetings and committees
- Work both regular and extended hours of operation in locations identified by RCHS
- Contribute to RCHS' practices of hiring, orienting, training and mentoring staff
- Contribute to the efforts to secure and maximize resources for current and new programs, services and activities
- Participate in efforts to enhance capacity through staff development
- Support and comply with the Occupational Health and Safety policies and procedures
- Protects patients and employees by adhering to infection-control protocols.

OTHER

- Ability to work flexible hours based on program needs
- Valid Driver's license
- Canadian criminal record check and a vulnerable sector check that are satisfactory to RCHS

QUALIFICATIONS:

- Diploma in Medical Office Administration or equivalent, relevant work experience in a primary care clinic or post-secondary school diploma or degree in office or business administration is required.
- Three to five years administrative experience with progressive responsibility, preferably in a health care setting.
- Experience with administration support to health professionals and management.
- Experience and interest in working with multi-disciplinary teams.
- Knowledge of medical office procedures
- Knowledge of telephone systems.
- Knowledge of EMR software.
- Excellent interpersonal skills.
- Excellent oral and written communication skills, telephone skills.
- Proficiency in typing and the use of computers and various software applications, including the Microsoft Office Suite programs.
- Ability to work in a fast-paced environment
- Strong organizational and prioritization skills
- Essential time management skills
- Strong attention to detail