



Medical Receptionist – Full-Time

Central Community Health Centre
St. Thomas, Ontario

Employment Type: Full-Time

Hours: 37.5 hours per week

Wage: \$21.50–\$25.50 per hour

Central Community Health Centre (CCHC) is seeking a full-time Medical Receptionist to join our interdisciplinary team.

The Medical Receptionist is often the first point of contact for clients, visitors, community partners, and health care providers accessing CCHC. The successful candidate will provide professional, welcoming, inclusive, and trauma-informed service while supporting the efficient operation of the Centre's reception and administrative functions.

Key Responsibilities

- Greet and assist clients and visitors in person and by telephone.
- Respond to inquiries and direct clients to the appropriate staff member, provider, program, or service.
- Schedule, confirm, reschedule, and cancel appointments using the electronic medical record system.
- Create and maintain accurate electronic client records and demographic information.
- Process and track referrals, consultation reports, diagnostic testing, and other client documentation.
- Monitor and distribute incoming faxes, mail, shared emails, and telephone messages.
- Provide administrative and electronic medical record support to health care providers and other staff.
- Maintain provider schedules and assist with waitlists, cancellations, and follow-up appointments.
- Always protect client privacy and confidentiality.
- Support shared reception, telephone, scheduling, fax, and administrative coverage.
- Maintain an organized, welcoming, and professional reception environment.
- Assist with opening and closing procedures and other reception and facility-related duties.
- Participate in staff meetings, training, quality-improvement activities, and committee work as assigned.

Qualifications

- Completion of a Medical Office Administration, Medical Office Assistant, Office Administration, Health Services Administration, or equivalent program is preferred.
- A minimum of two years of reception, administrative, or customer service experience, preferably in a health care, community health, or social service setting.
- Experience using an electronic medical record system is strongly preferred.

- Experience using **TELUS PS Suite EMR** is considered an asset.
- Strong telephone, interpersonal, written communication, and customer service skills.
- Excellent organizational skills and attention to detail.
- Ability to manage competing priorities, frequent interruptions, and a busy reception environment.
- Demonstrated ability to remain calm, respectful, and professional when responding to sensitive or challenging situations.
- Understanding of privacy, confidentiality, professional boundaries, and the appropriate handling of personal health information.
- Proficiency with computers, Microsoft Office applications, electronic communication systems, and standard office equipment.
- Ability to work independently and collaboratively as part of an interdisciplinary team.
- Experience providing trauma-informed and non-judgmental service is an asset.
- Fluency in Low German or another language commonly spoken within the communities served by CCHC is an asset.

Hours of Work

This is a full-time position working 37.5 hours per week. The successful candidate must have some flexibility to work occasional evening hours based on operational requirements.

Compensation

The hourly wage range for this position is **\$21.50 to \$25.50**, based on qualifications and relevant experience.

How to Apply

Please submit a résumé and cover letter outlining your qualifications and interest in the position to hiring@centralchc.com by **Friday, July 24, 2026**.

Please include **“Medical Receptionist”** in the subject line.

We thank all applicants for their interest. Only candidates selected for an interview will be contacted.

Central Community Health Centre is committed to employment equity and creating an inclusive workplace. We welcome applications from qualified candidates from diverse backgrounds and lived experiences.

Accommodation is available throughout the recruitment process upon request.

Work Location: St. Thomas, Elgin, and Southwold.

Accessibility, Equity & Privacy

CCHC is committed to fulfilling its obligations under the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), and the Employment Standards Act (Ontario).

Accommodation is available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, please advise in advance.

Central Community Health Centre is an equal opportunity employer. We believe diversity among our staff and volunteers enriches our organization and enhances services to our community. CCHC maintains a scent-free

environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and scented personal care products while at the Centre.

Personal information collected during the recruitment process is collected under the authority of applicable privacy legislation and will be used solely for the purposes of candidate selection.

Use of Artificial Intelligence (AI)

CCHC may use digital tools, including artificial intelligence, to support administrative aspects of recruitment and operations. All hiring decisions are made by qualified staff and not by automated systems alone. Any use of AI aligns with privacy, accessibility, and human rights requirements.