

JOB POSTING #2026/001

POSITION:

Reception Clerk – Sexual Health & Harm Reduction Services - OPSEU

HOURS OF WORK:

Permanent – Full-Time – 35 Hours Per Week (1.00 FTE)

EFFECTIVE:

As Soon As Possible

LOCATION:

Main Office – North Bay

ADDITIONAL INFO:

New Position

POSITION SUMMARY:

As a member of a multi-disciplinary team, the Reception Clerk is the first point of contact for clients and visitors and has daily contact with internal staff, community members, and external organizations. The Reception Clerk responds to general inquiries, guides individuals to the appropriate individual or space, monitors appointment bookings and client/visitor status while on site, supports resource distribution for programs/services, and processes payments. The Reception Clerk provides service that is consistent with the mission, vision, values, strategic priorities, standards, policies, and emergency response plans of the Health Unit.

QUALIFICATIONS:

Education, Experience, Knowledge, Skills & Abilities:

- One year diploma or certificate from community college in Office Administration or a combination of education and work experience considered equivalent
- Minimum of one-year related experience
- Knowledge and skills related to providing customer service in compliance with best practice standards and the (Accessibility for Ontarians with Disabilities Act) AODA
- Knowledge of administrative and clerical procedures and systems
- Knowledge of both hard-copy and electronic records management practices, including record retention requirements
- Excellent verbal and written communication skills
- Committed to providing exceptional client service with a “customer first” mindset and a strong sense of urgency
- Excellent organizational, problem-solving, and interpersonal communication skills, including effective use of de-escalation strategies
- Demonstrated proficiency in the use of Microsoft Office 365 programs (Word, Excel, Outlook, Teams, Viva Engage) and Adobe Acrobat. **Please Note:** Formal testing will be done to evaluate proficiency level in Microsoft Word and Excel
- Familiarity with the use of databases and electronic medical records

- Extensive attention to detail with data entry and data management to ensure quality of service and reporting
- Good keyboarding skills
- Ability to use call-bell and overhead paging systems and follow internal processes for responding to on-site emergencies
- Familiarity with institutional occupational health and safety and infection prevention and control protocols
- Ability to show discretion and appropriately handle confidential information, including personal health information
- Ability to support and project values compatible with the organization
- Ability to work in a fast-paced environment with continuous change
- Demonstrated commitment to continuous learning and quality improvement
- Demonstrated ability to interact with clients and colleagues in a respectful, empathetic and professional manner
- Ability to function independently and/or in a team environment
- Reliable, punctual, self-motivated and able to multi-task effectively with frequent interruptions
- Ability to work flexible hours as required

As a condition of employment, the successful candidate will be required to provide a Criminal Reference Check: recent, within four (4) months at their expense and will be required to comply with the Health Unit's immunization [policies](#). Please refer to the individual [policies](#) for specific requirements and processes. Applicants requiring accessibility accommodation for the interview are asked to make such requests only when contacted for an interview.

HOURLY RATE:

Minimum \$24.94 to Maximum \$28.10 (Pay Band 4) (under review) plus benefits and participation in the Ontario Municipal Employees Retirement System (OMERS), which is the defined benefit pension plan. *Please note, the maximum level you can start at is at Level 4 (\$27.29)

CLOSING DATE:

Friday, February 6, 2026, at 4:00 p.m.

APPLICATION PROCESS:

If you wish to be considered for this position, please forward your resume, cover letter and proof of education required for this position to the attention of:

Wendy Moore, Senior Human Resources Coordinator – Talent Management

Attention: Job Posting #2026/001

North Bay Parry Sound District Health Unit, 345 Oak Street West, North Bay, ON P1B 2T2 or

Email: human.resources@healthunit.ca

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

Please Note: If you did not receive a confirmation email that your resume/application has been received, please contact Ashley Patey at ashley.patey@healthunit.ca for confirmation.

Once posting is closed, please refer to website for status of job posting.

The Health Unit is an Equal Opportunity Employer