

Medical Receptionist

Belleville and Quinte West Community Health Centre (BQWCHC) - Belleville Site

Full-Time Permanent 1.0 FTE

\$38,857.00 - \$47,247.20/year, based on 35 hours/week

Job Summary:

The Medical Receptionist serves as the first point of contact for clients, visitors, and community members, providing a welcoming and professional experience both in-person and over the telephone. This position is responsible for the administration and maintenance of client appointment scheduling systems, client records, and other document management processes. The Medical Receptionist also provides clerical and administrative support to the BQWCHC team, contributing to the efficient day-to-day operations of the Centre and helping to ensure a positive experience for clients, staff, volunteers, students, and visitors.

Why work here:

- Monday-Friday
- Employer Paid Benefits
- HOOPP Pension
- Paid Vacation
- Collaborative Team Culture
- Values Driven Decision Making
- Trauma-Informed Approach

Key Areas of Responsibility:

- Service as the first point of contact for the Community Health Centre, providing welcoming, non-judgmental, professional, and client-centred experience for all clients, visitors and community members
- Schedule client appointments and proactively manage appointment availability, including addressing cancellations, no-shows and unexpected delays to maximize access to care.
- Maintain and update client waitlists to ensure accurate tracking and timely scheduling of available appointments.
- Manage electronic and paper-based client files, ensuring records are organized, accurate, confidential and accessible as required.
- Facilitate the registration of participants for group programs and services, ensuring accurate documentation and communication with participants.
- Support the promotion of Centre programs, services, community engagement activities through the preparation and distribution of monthly program/activity schedules, newsletters, resources, materials, website content s, and social media communications.
- Implement and maintain document management and distribution processes for group programs, ensuring forms, resource materials, and program supplies are current and readily available...

A copy of the full job description is available on request.

Qualifications:

- Diploma or certificate in Medical Receptionist, Medical Office Administration or a related field, or an equivalent combination of education, training and relevant work experience.
- Recent experience in a medical, community health, or healthcare office setting is preferred.
- Proficiency in typing, data entry and use of computers and a variety of software applications, including electronic medical record (EMR) systems.
- Ability to priorities competing demands, manage multiple tasks simultaneously and maintain confidentiality in accordance with privacy legislation and organizational policies.

To apply for this opportunity please forward your resume and cover letter electronically to hr@bqwchc.com.

Within the subject line of your email, please indicate the position title for which you are applying.

POSTED UNTIL: October 7, 2026, at 4:30pm