

City of Kawartha Lakes
Family Health Team

Medical Receptionist
(Permanent, Full-time 1.0 FTE)

The City of Kawartha Lakes Family Health Team's priorities are you and our patients. We provide patient care through a collaborative and team-oriented approach where work-life harmony is one of our core values.

Your opinion matters on our team. We believe you should have a voice so that we can continually work together in providing the best care for our patients. We encourage a workplace where you can bring your authentic self and be able to have fun with the team, and still maintain our professional and clinical standards of care.

Your uniqueness is valued, and we want you to feel welcome. Come work alongside passionate, dedicated, and supportive colleagues who continually make a positive impact in the lives of our patients.

Our Family Health Team is currently seeking a permanent, full-time Medical Receptionist to join its growing team of health care professionals. As a vital member of the team and often the first point of contact for our patients, our Medical Receptionists work in collaboration with physicians, Nurse Practitioners and the FHT's interprofessional care team by providing administrative support and linkages within the CKLFHT and the community.

As a Medical Receptionist with our team, you will:

- Greet patients in a welcoming and professional manner, coordinate efficient patient flow, and provide professional and caring interaction with patients
- Validate Health Cards and update patient demographics
- Schedule/book patient appointments, provide follow-up; answer phones, photocopy, receive faxes and medical reports, scan documents into the EMR such as: reports, lab results, etc.
- Prepare and maintain inventory for examination rooms
- Follow up on referrals and requisitions, help to improve office efficiency and flow
- Maintain strict confidentiality and act in an ethical and professional manner

Qualifications and Skills:

- Community college diploma or certificate in Healthcare Administration, Medical Office Administration or related discipline accompanied by previous experience working within a healthcare setting
- Adept working within a Microsoft Office environment (especially Word, Excel, Outlook)
- Proficient in medical terminology, excellent written and verbal communication
- Exceptional telephone etiquette and customer service skills
- Ability to maintain confidentiality
- Experience working with an EMR (Electronic Medical Records) system is required. (working knowledge of Telus Practice Solutions Software PSS is an asset).
- Possess a valid driver's license, have regular access to a vehicle and be able to travel within the City of Kawartha Lakes

Salary range: \$38,828 - \$45,493

- We offer a competitive health benefit package which includes Life, Dep Life, AD&D, Critical Illness, Employee Assistance Plan and extended health and dental benefits from day one of employment
- We also offer a defined benefit pension to our employees through the Healthcare of Ontario Pension Plan (HOOPP)

How to Apply: Qualified applicants are asked to forward their cover letter and resume to:

Kimberlee Smith, CHRL
Human Resources Manager
City of Kawartha Lakes Family Health Team,
55 Angeline St. North, Lindsay, Ontario, K9V 5B7
Fax: 705-328-9401 E-mail: k.smith@cklfamilyhealthteam.com

Deadline for applications is: **Friday, October 10, 2025**

The CKLFHT supports diversity and is a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, Indigenous peoples, 2SLGBTQ+, and persons living with a disability. If you require a specific accommodation as part of the application process, please call 705-328-9853, ext. 249 or fax: 705-328-9401 or by email at k.smith@cklfamilyhealthteam.com noting **Accessibility Inquiry** in the subject line.

We sincerely thank all applicants for their interest in our Family Health Team, however only those candidates selected to participate in the next steps of our recruitment process will be contacted.