



Dental Receptionist

Full-Time Regular Position, 1.0 FTE (35 hours/week), Bargaining Unit - UFCW Local 175

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

We are seeking an experienced Dental Receptionist who shares our passion for making a difference; you see this role as an opportunity to take the next step in your successful career while contributing to a vision of ***Inclusive Communities. Responsive Healthcare. Healthier Lives.***

General Responsibilities:

Striving for excellence in client-centred care, the Dental Receptionist provides initial and ongoing telephone and personal contact with the clientele and business contacts of the Centre. The Dental Receptionist provides a courteous and professional assistance to the Centre's clientele and visitors. The Dental Receptionist is responsible for a wide variety of administrative tasks and will perform all duties in a manner that ensures the efficient running of the dental practice.

The Dental Receptionist is accountable to the Dental Supervisor.

Qualifications:

1. Dental Assisting Diploma, Dental Receptionist Certificate or On-The-Job Training in a dental setting
2. Minimum one year experience in a dental setting and sound knowledge of dental terminology
3. Working knowledge of general administrative practices.
4. Proficiency in typing and in the use of computers and various software applications
5. Proficiency in language (s) other than English is considered an asset
6. Demonstrates ability to work independently and collaboratively within a multi-disciplinary health service environment
7. Comfortable working with a diverse client population
8. Demonstrates strong verbal and written communication skills
9. Good telephone etiquette
10. Professionalism, computer skills and organizational skills
11. Adaptability and decision making skills
12. Proficient in dental practice management software; good working knowledge of ABELDent dental software would be an asset
13. Exceptional organizational skills
14. Excellent customer service skills

Note:

- Consideration will be given to applicants with experience in a dental office setting
- You must be available to work during weekends, as the dental office will expand to weekends

Compensation: \$37,825 to \$45,450 per annum, plus Group Benefits and HOOPP (Healthcare of Ontario Pension Plan) option

If you are interested in joining in a creative and dedicated team, we want to hear from you! Please send your resume and cover letter **in a single document** (MS Word or PDF format only) to hr@pqwchc.ca, quoting **Dental Receptionist** in the subject line. Internal candidates, please submit your application by 5:00 pm of **September 18, 2023**. The deadline to apply for external candidates is by **September 30, 2023**. We truly appreciate your interest; however, only those candidates selected for an interview will be contacted.

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a full series of COVID-19 vaccinations (2 doses, plus booster within 6-12 months) 14 days before starting employment.