



The College of Physicians and Surgeons of Saskatchewan (CPSS) is looking for a **permanent, part-time Receptionist (job-share)** to join our team.

The Opportunity

Reporting to the Director, Accounting and Finance, the Receptionist position serves as the first point of contact for guests, visitors and callers and supports the College's success by providing professional, courteous, timely, and accurate information to members and the general public, in person, over the phone and electronically. The Receptionist also provides general administrative support to various internal business units.

The position is permanent part-time, working a regular schedule of 2 to 3 days per week for most of the year, with full-time work for approximately 6 to 8 weeks during October and November each year. The position is a job-share so will also provide coverage for scheduled vacation time as well as occasional absences of the other receptionist.

The hours of work are 8:30 a.m. to 4:30 p.m.

Key Responsibilities

- Unlock and open the College reception area to ensure business hours are adhered to and the College is accessible to visitors (members, suppliers, vendors, contractors and the general public). Ensure a safe, clean, presentable reception area that reflects the professionalism of the College and conveys a welcoming environment for visitors and co-workers. (Note: the College offices are currently closed to the public due to the pandemic)
- Welcome on-site visitors (members, suppliers, vendors, contractors and the general public) to the College, determine the nature of business to announce visitors to the appropriate employee. Ensure adherence to safety and security protocol for on-site visitors prior to allowing access to the general office area, including sign-in, sign-out and visitor pass issuance.
- Answer telephone calls using a basic, multi-line telephone system and consistently demonstrate a high level of customer service including, but not limited to, the use of appropriate verbal language and voice intonation, reasonable "hold" times and minimal disconnects.
- Determine nature of telephone, in-person, and electronic inquiries and transfer to appropriate business unit and person to promote the timely delivery of information.

- Respond to general telephone, in-person, and electronic inquiries, if appropriate, to provide timely, accurate and up-to-date information.
- Efficiently process all incoming College mail daily, including receiving, opening, stamping and sorting prior to advising employees of availability for pick-up. Assist with processing outgoing mail including daily delivery to a recognized Canada Post outlet. Assist with coordination of couriers and deliveries.
- Ensure customers and Ministry of Health Medical Services Branch (MSB) have access to accurate, up-to-date physician contact information by validating physician changes and updating internal database systems and related correspondence.
- Assist with processing new mailing list orders/requests as well as mailing list cancellations.
- Occasionally process cheque and credit card payments.
- Assist with weekly file retrieval orders from the College's external file storage provider.
- Assist the Registration Services business unit with various administrative tasks during the College's annual physician licensure and corporation renewal period (mainly in October and November).
- May be required to assist with other administrative tasks and a variety of correspondence including letters, memo, forms, policies and procedures, as directed by the supervisor.
- May be required to assist with ordering of office supplies and monitoring related inventory levels.
- May be required to assist with basic troubleshooting of office equipment such as printers, photocopiers, fax machines, postage machine, etc.
- Develop and maintain effective working relationships with co-workers to support a culture of collegiality.

What you have

- Successful completion of a recognized one-year business college diploma combined with at least six (6) months' relevant experience.
- An ability to deal courteously and effectively with a broad range of internal and external contacts in person, on the telephone and via electronic communication.
- An ability to enter data with a high degree of accuracy and efficiency.
- An ability to deal with confidential information in a professional manner.
- An ability to multi-task while managing competing priorities (visitors, phones, internal requests).
- An ability to work independently and as part of a team.
- Proficient skill in the use of a multi-line telephone system and a computer with Microsoft Office software.
- An ability to operate and perform basic troubleshooting on a variety of general office equipment such as printer, photocopier, fax machine, postage machine, etc.

About CPSS

The College of Physicians and Surgeons of Saskatchewan exists to serve the public by regulating the practice of medicine and guiding the profession to achieve the highest standards of care. CPSS is a statutory, professionally-led regulating body established by legislation of the Government of Saskatchewan and charged with the responsibility of licensing properly qualified medical practitioners; developing and ensuring the standards of practice in all fields of medicine; and investigating and disciplining of all doctors whose standards of medical care, ethical or professional conduct are questioned.

We offer an excellent compensation package which includes:

- Competitive wages
- Excellent pension plan
- Comprehensive benefit package that includes health and dental plan, life insurance and annual health and wellness allowance
- Generous paid leave provisions including vacation days, sick days, and personal obligation days
- Free on-site gym and ample electrified parking
- Development opportunities