



# HUMAN RESOURCES MANUAL

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|-----------|---|--------|--------------------|
| Manual    | Human Resources                                   | No     | <b>13-03-05.01</b> |
| Section   | Role Descriptions                                 | Date   | <b>Aug 21-2020</b> |
| Guideline | <b>Administrative Assistant-Greeter-Concierge</b> | Page # | Page 1 of 2        |

## STATEMENT

Park Place Seniors Living (Park Place) will have standardized position descriptions for all employees (including our contract partners) based on relevant standards of practice &/or provincially mandated expectations and Park Place policy.

## PURPOSE

To provide a standardized job description that outlines expectations of role, scope and responsibilities for every staff member working at Park Place including our contract partners.

## PROCEDURE

**DEPARTMENT:** Administration

**JOB TITLE:** Administrative Assistant (Out-of-scope)

**REPORTING RELATIONSHIP:** Site Leader or designated manager

### JOB SUMMARY:

The Administrative Assistant is responsible for welcoming visitors, arranging family visits with Residents, dealing effectively with calls, emails and questions, ensuring all individuals coming into the home meet the proper policies and procedures, screening individuals, escorting visitors, portering Residents, and cleaning high touch areas/surfaces. Promotes and maintains a positive working relationship with Residents, families and co-workers.

### DUTIES AND RESPONSIBILITIES:

- Greets and welcomes visitors and confirms are on designated visitor list or have a booked time as applicable.
- Takes temperature, asks questions as per screening tool and documents appropriately.
- Ensures waivers and agreements are signed prior to visiting Residents.
- Explains and provides educational resources to visitors on appropriate use of PPE, cough etiquette, hand hygiene, physical distancing and rules of the visit.
- Professionally handles incoming calls/emails/bookings and calls/emails/responds to arrange visitor appointments. Follows up and adjusts arrangements as necessary.
- Answers questions or directs them to the proper person for resolution.
- Ensures visitors and others are wearing appropriate masks and any other PPE needed for being on site.
- Porters Residents to and from designated areas inside and outside the home.
- Escorts visitors to designated visiting area as appropriate.
- Maintains all applicable documentation, including updating visitors list.
- Disinfects all screening tools and other equipment used, including pen, thermometer, laminated education materials, table and other high touch areas/surfaces.
- May screen others coming into the site as needed.
- Maintains premises and performs cleaning of applicable areas.



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- Attends training and required meetings.
- Performs other related duties as assigned.

## HEALTH AND SAFETY RESPONSIBILITIES

- Responsible to read, understand and comply with Park Place and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
  - Uses safe work procedures,
  - Promotes health and safety policy and awareness,
  - Makes safety suggestions.
  - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of Residents, self, other workers and the general public.
- Reports any near miss, injury, and accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.

## QUALIFICATIONS:

High school graduation or equivalent. Some customer service work experience. Experience working with seniors preferred.

## SKILLS AND ABILITIES:

- Effective oral and written communication skills.
- Strong customer service skills, including tact and discretion.
- Effective interpersonal and organizational skills.
- Intermediate computer skills.
- Proven ability to follow instructions
- Attention to detail.
- Ability to work as a team member and independently.
- Passing of vulnerable sector search or criminal record check as per provincial guidelines.
- Must be willing to work flexible hours

## Physical Demand Analysis:

- Ability to sit, stand and/or walk for no less than 8 hours a day.
- Ability to lift, reach, bend, and push.
- Physical fitness to perform the duties of the position.

## Health and Safety Risks – Environment

|                |  |
|----------------|--|
| Physical:      | Strain on shoulder, neck and back                                  |
| Environmental: | Draft, dust exposure   |
| Chemical:      | Cleaning solutions   |
| Biological:    | Exposure to communicable diseases, i.e. colds, influenza, Covid-19 |
| Radiation:     | None known   |