

JOB OPPORTUNITY
RECEPTION/ADMIN SUPPORT, SMITHS FALLS – TEMPORARY FULL-TIME
COMPETITION #2026-21

Please submit a cover letter and resume referencing the competition # to:

CAREERS@LLGAMH.ca

Salary Range: \$28.89/hour - \$30.66/hour
Location: Smiths Falls
Job Type: **Temporary** Full-Time (12 months)
Shifts: Monday to Friday, Days, 37.5 hours/week
Reports to: Clinical Manager

This position is the first point of contact during regular business hours and handles telephone calls, greets clients and visitors, serves agency staff and responds to general inquiries. This role requires a professional, courteous demeanor and the ability to handle multiple tasks efficiently. The position is responsible for administration, maintenance and reporting associated with clients accessing services and includes data management, maintaining clinical records, creating manual reports and providing clinical support services as needed and in a confidential manner. This position is entrusted to access and maintain confidential client records. All tasks will be carried out according to the policies and procedures of this agency.

Responsibilities and Duties:

- Receive, field and redirect incoming telephone calls to the appropriate agency and/or staff. Record and deliver messages appropriately.
- Maintain staff telephone directory across all locations of the agency.
- Assist staff with telephone operations, resetting passwords and troubleshooting voicemail systems issues.
- Greet walk-in clients/visitors for appointments and advise staff of their arrival. Redirect clients to appropriate agency or provide additional resources if required.
- Secure the reception area at close of business; ensure keys are in locked area. Tidy the reception area for the next business day.
- Provide new or walk-in clients with appropriate forms, assist as required.
- Book walk-in appointments.
- Make appointment reminder telephone calls to clients.
- Responsible for incoming and outgoing mail/couriers, voicemail, and fax.
- Contact clients of ill staff members (if requested) to notify them of appointment cancellation.
- Book meeting rooms, providing access to locked rooms and verifying rooms are locked following use.
- Maintain office supply inventory, providing access to supplies as needed.

www.llgamh.ca

Main Office 25 Front Ave. W Brockville, ON K6V 4J2	Delta 18 King St. Delta, ON K0E 1G0	Gananoque 23 Mill St. Gananoque, ON K7G 2L5	Kemptville 2671 Concession Rd. Kemptville, ON K0G 1J0	Prescott 2652 County Rd. 2 Prescott, ON K0E 1T0	Smiths Falls 179 Elmsley St. N. Smiths Falls, ON K7A 2H8
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- Make client files as needed.
- Receive and record rent payment from tenants. Issue receipts as required.
- Open, process and discharge clients using the client management software.
- Maintain accurate program history in client management software and record client contact to track client communication for statistical purposes.
- Copying, faxing, printing, scanning documents and filing hard or soft copies with client charts and shredding as per current policy and procedure.
- Other duties as assigned.

Education, Training and Experience:

- Diploma in Office Management or Administration required.
- Medical terminology would be an asset.
- Experience working in mental health services setting preferred.
- Clear understanding about client confidentiality and PHIPA legislation required.
- Advanced knowledge of office procedures, computer applications including MS Word, Outlook, Excel, PowerPoint, Adobe and Acrobat.
- Keyboarding skills of 50 wpm or higher.
- Experience working with a multiple line telephone and voicemail system.
- Experience handling emergency situations and working with potentially difficult client behaviour.

Skills and Abilities:

- Ability to calmly handle multiple interruptions/demands while working with deadlines.
- Ability to communicate effectively with peers, management and clients in verbal and written format.
- Ability to learn new software quickly.
- Ability to respect and maintain privacy and dignity of clients; ensure client confidentiality at all times.
- Ability to work independently and interdependently.

Posting Date: March 10, 2026

Closing Date: March 12, 2026

Internal applicants will be considered before external applicants. We thank all applicants for their expressed interest; however, only applicants selected for an interview will be contacted.