

Reception Administrator

Company: Great Waterway Hearing Inc.

Location: Brockville, Ontario (3 clinic locations)

Great Waterway Hearing is a family-owned hearing healthcare clinic proudly serving our community. We are currently seeking a friendly, caring, and customer-service-focused Reception Administrator to be the welcoming face of our Brockville location.

This position is ideal for someone who genuinely enjoys helping people, particularly the hard-of-hearing population, and who takes pride in creating a positive, reassuring experience for every client. Our reception team plays an essential role in ensuring clients feel comfortable, supported, and valued from the moment they walk through our doors or call the clinic.

Position Details

- **Contract:** 1-year term, with the possibility of renewal
 - **Wage:** \$19.00–\$20.17 per hour (based on experience) + 4% vacation pay
 - **Hours:**
 - Monday–Thursday: 9:00 AM – 4:00 PM
 - Friday: 9:00 AM – 2:00 PM
-

Key Responsibilities

- Provide a warm, professional, and welcoming experience for all clients in person and over the phone
- Serve as the first point of contact and set a positive tone for each client visit
- Manage client check-in and appointment scheduling
- Process billing, payments, and third-party claims
- Handle physician correspondence
- Maintain accurate, organized, and up-to-date client records
- Assist clients with questions in a calm, friendly, and helpful manner
- Ensure the waiting area is clean, comfortable, and inviting
- Work collaboratively with Hearing Instrument Clinicians to support daily clinic operations
- Support clinic workflow by preparing and organizing materials as needed
- Assist with organizing hearing aid lab materials and inventory
- Maintain cleanliness and organization of both lab and front office areas in accordance with clinic standards

- Ensure workspaces are tidy, stocked, and compliant with safety and sanitation guidelines
 - Demonstrate strong attention to detail in all aspects of work
-

Qualifications

- Minimum 1 year of experience in a medical office or customer-facing healthcare environment preferred
 - Experience with Electronic Medical Records (EMR) systems considered an asset
 - Proficiency in Windows and Microsoft Office
 - Strong keyboarding and general computer skills
 - Excellent communication, interpersonal, and customer service abilities
-

Education Requirements

- High school diploma or equivalent
-

Additional Requirements

- Vulnerable Sector Check (to be completed in a timely manner)
 - WHMIS training or proof of recent certification
-

If you're someone who enjoys helping others, values meaningful client relationships, and wants to be part of a supportive, family-run healthcare team, we'd love to hear from you.