

COUCHICHING FIRST NATION EMPLOYMENT OPPORTUNITY



Medical Receptionist Couchiching First Nation

Couchiching First Nation is seeking a permanent, full-time Medical Receptionist for the Health Department. The Medical Receptionist serves as the first point of contact for community members, visitors, and partner organizations accessing Health Department services, providing welcoming, professional, and culturally safe reception, scheduling, and client support. This role manages client files and appointment records, coordinates communications and correspondence, and maintains accurate, confidential records in accordance with applicable legislation and policies. The Medical Receptionist reports to Couchiching's Director of Health.

Duties & Responsibilities:

- Serve as the first point of contact for community members, visitors, and partner organizations by greeting clients in a professional, respectful, and culturally safe manner, and directing individuals to appropriate health staff, programs, and services.
- Provide general information regarding Health Department programs, services, events, and resources, and assist clients with completing forms and other documentation.
- Answer, screen, and direct incoming telephone calls, monitor general department communications, take accurate messages, and ensure timely follow-up by appropriate staff.
- Schedule, confirm, and coordinate appointments and program registrations, including providing reminders and communicating updates to clients and staff.
- Provide administrative support by preparing correspondence, reports, and agendas; performing data entry; and photocopying, scanning, filing, and maintaining electronic and paper records.
- Assist with meeting coordination, travel arrangements, and training registrations for the Health Department.
- Prepare client files, maintain appointment records, and assist visiting healthcare professionals and specialists, ensuring all client information is managed in accordance with privacy and confidentiality requirements.
- Monitor, order, and maintain office supplies, program materials, and administrative resources, and coordinate maintenance repairs for office equipment.
- Maintain a clean, organized, and welcoming reception, office, and common area, including light housekeeping duties.
- Assist with the planning, promotion, and delivery of community health programs, workshops, clinics, and special events.
- Foster positive relationships with community members, leadership, staff, healthcare partners, and external agencies, demonstrating professionalism, cultural awareness, and respect for First Nations values and traditions.
- Participate in staff meetings, training opportunities, and quality improvement initiatives, and perform other related duties as required.

Qualifications & Experience:

- Grade 12 diploma or equivalent; certificate or diploma in Office Administration, Medical Office Administration, or related field is an asset.
- Minimum 1-2 years of administrative or reception experience.
- Strong computer skills, including Microsoft Office (Word, Excel, Outlook, Teams).
- Excellent verbal and written communication skills with the ability to convey information clearly and maintain positive relationships with diverse individuals.
- Demonstrated respect for First Nations culture, traditions, values, and community practices, and the ability to contribute to a culturally safe and inclusive environment.
- Ability to speak Ojibway or a willingness to learn the language is considered an asset.
- Ability to maintain the highest standards of confidentiality, professionalism, and ethical conduct when handling sensitive information.
- Ability to identify inappropriate behaviours and respond promptly and consistently.
- Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.
- First Aid/CPR Certification, or willingness to become certified.
- Successful completion of a Vulnerable Sector Police Records Check (VSC).
- Valid Class G Driver's License is an asset.

Deadline: August 21, 2026, by 4:00pm CST.

How to Apply:

Applicants should include their resume, cover letter and 3 references. References must include three employment related references and written permission to contact those references. You can submit your application to Couchiching First Nation Human Resources by email, mail, or in person.

By Email: recruitment@couchiching.ca

Postal mail, or in person at:

Human Resources: Couchiching First Nation
RMB 2027, RR2, Fort Frances, Ontario P9A 3M3



All suitable, qualified Couchiching Band members shall be given first preference.

While we appreciate all who apply, only those selected for an interview will be contacted.

All late applications will be returned unopened.

All incomplete applications will be returned to the applicant.

CFN welcomes applicants from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.