



# Job Description

## POSITION TITLE:

Customer Service/Office Administrator

## DEPARTMENT:

Corporate and Protective Services

## TITLE OF IMMEDIATE SUPERVISOR:

Medical Office Manager/Chief Administrative Officer

## STATUS/HOURS OF WORK:

This is a full-time, permanent position and is based on a 35-hour work week, 8:00am to 3:30pm. (hours may vary per day).

Position is not eligible for a compressed work week. Working from home is not applicable.

## PURPOSE OF POSITION:

To provide a variety of receptionist and administrative support services to the public and staff.

## RESPONSIBILITIES:

1. First point of contact for the public. Answers the telephone and greets visitors. Treats all enquiries with discretion, respect, and courtesy, using a business-friendly welcoming tone. Responsible for providing all services at reception counter on a continuing basis including initial responses to a wide range of inquiries.
2. Schedules and confirms medical appointments and receive and communicate messages for medical staff and patients.
3. Maintains awareness of staff whereabouts so that prompt contact can be made between staff and patients. Deliver patients into examination rooms.
4. Responsible for taking vital signs, recording height and weight.
5. Provides administrative and organizational assistance to staff, responsible for correspondence by mail, phone, in person and fax with patients, consulting physician offices and pharmacies.
6. Ensures workspace and office is tidy and presentable at all times.
7. Initiate and maintain confidential medical files and records.

8. Performs other related duties as assigned.

### QUALIFICATION REQUIREMENTS:

Completion of a one- or two-year college program or other specialized course for Medical Administration Diploma (or equivalent) with a minimum of twelve months' experience in an office environment that features direct public and customer contact with experience in a healthcare setting would be an asset.

### KNOWLEDGE AND SKILLS:

Proficiency in Microsoft Office (Word and Excel). Strong computer skills and willingness to be trained in a variety of software programs. Ability to work independently and as part of a team. Communication, clerical, office administration and the ability to convey a welcoming tone to telephone enquiries and visitors.

Essential knowledge of office practices and procedures such as establishing filing systems, establishing information management protocols, design of standard application forms and establishing appropriate personal, telephone, email, correspondence protocols.

Experience with Electronic Medical Records (PS Suite) an asset

Excellent written and verbal communication skills and Interpersonal skills for dealing with the public and other members of the staff.

### WORKING RELATIONSHIPS:

**Internal:** Ensures that the system for providing administrative support and public service is maintained at a high level; provides assistance and advice.

**External:** Provides information; answers enquiries; maintains a tactful relationship.

**Supervisory:** Provides administrative support services; may refer out of the ordinary problems.

### IMPACT OF ERROR:

Clerical errors would require additional time to trace and correct and can lead to false information provided to medical staff and patients and could potentially affect decision making.

Mechanical errors, if undetected, could result in misleading patient information with resulting embarrassment to medical staff; errors would be corrected but would result in wasted time and effort.

Providing inaccurate information to the public (patients) could result in confusion and patient annoyance and unfavourable relations.

### **WORKING CONDITIONS:**

Reception counter in a public office with distractions, interruptions by telephone calls, visitors and staff enquiries.

Priorities and workloads subject to change requiring staff flexibility and the acceptance of non-routine assignments.

Work is subject to potential hostility and stress when dealing with irate patients.