

Administrative Assistant - Job Description

Reporting to the Operations Manager, this position provides key administrative support to our organization, including our medical clinic. This role is a 6-month contract with the possibility of extension dependent on funding.

Duties and Responsibilities

- Maintain a clean and welcoming reception area, following sanitization and COVID-19 protocols;
- Provide prompt and exceptional customer service by addressing patient inquiries.
- Schedule and confirm medical appointments, manage messages for medical staff and patients;
- Conduct patient interviews to complete necessary forms, documents, and case histories;
- Ensure accurate and confidential management of electronic health records.
- Enter and format medical reports, requisitions, prescriptions, consent forms, and information packages electronically;
- Complete insurance and claim forms and reconcile payments;
- Establish and maintain office administrative procedures, including document tracking, inventory management, payment processing, and data collection;
- Contribute to the development of policies, programs, and protocols to enhance patient experiences and organizational effectiveness;
- Order supplies and oversee inventory across multiple clinic sites.
- Occasionally deliver specimens to local labs;
- Provide supervision and training to new staff on procedures and software usage;
- Maintain regular communication with the clinic team;
- Assist Executive Director and agency staff with tasks such as mailouts, filing, and copying;
- Attend and actively participate in regular staff and team meetings;
- Engage in one-on-one meetings with the manager;
- Contribute to work planning processes aligned with the SHORE Centre Strategic Plan;
- Foster collaboration with clinic staff and the broader SHORE team;
- Identify relevant professional development opportunities;
- Adhere strictly to all SHORE Centre policies and procedures;
- Perform additional assigned duties as required.

Qualifications

- Strong commitment to SHORE Centre's mission, vision, and values, fostering an inclusive workspace and advocating anti-racism, accessibility, 2SLGBTQIA+ positivity, and awareness of class dynamics and power/privilege;
- Explicit support for reproductive and 2SLGBTQIA+ rights;

- Proficiency in efficiently and accurately managing phone calls, inquiries, and appointment scheduling;
- Familiarity with medical terminology and adeptness in understanding and interpreting medical documents;
- Knowledgeable in electronic health record systems and skilled in utilizing medical software and scheduling systems;
- Proficient in medical office procedures, including insurance verification, billing, and claim processing;
- Basic knowledge of medical billing and coding processes;
- Proficiency in utilizing office productivity software such as Microsoft Office and Google Workspace;
- Exceptional organizational abilities, including multitasking, problem-solving, and effective task prioritization;
- Excellent interpersonal skills for providing compassionate and professional customer service, especially to patients in distress;
- Attentive to detail, ensuring precise data entry and documentation;
- Demonstrated capability to maintain confidentiality and handle sensitive patient information in accordance with privacy regulations;
- Strong problem-solving skills to address patient concerns and resolve scheduling conflicts;
- Familiarity with community services and eagerness to learn about provincial/national service providers;
- Exceptional teamwork skills while also possessing the capacity to work independently;
- Demonstrated adaptability and flexibility in changing work environments and tasks;
- Effective performance in a fast-paced and dynamic healthcare environment;
- Experience in a medical receptionist or administrative role within a medical practice is considered an asset.

Working Conditions

Regular office hours are 9:00 AM - 4:30 PM with a half hour unpaid lunch. Some flexibility is required for after-hours coverage and after-hours meetings, however there will be advance notice. This is a full-time position (35 hours/week) for 6 months.

This position requires long periods of sitting, although there are opportunities to stand and stretch. There are also long periods of focused attention as well as significant use of screens.

This position will work on-site at our Kitchener location. Our office is on the first floor of an accessible building and we have an in-suite accessible washroom. We are a low/no scent environment however we use cleaning agents regularly.

Compensation

The salary for this position is \$43,680-\$50,960 annually. The position also includes group health benefits (after 3 months of employment) and four weeks of annual vacation (vacation is prorated to reflect start and end dates).

To Apply

Please email your resume and cover letter to **Alicia Langill at office@shorecentre.ca** by **Tuesday, July 30th at 11:59 PM.**

Your application must include a cover letter highlighting why you are interested in working with SHORE Centre as an Administrative Assistant.

If you require any form of accessibility throughout this application, please let us know. If an applicant or a successful candidate requests an accommodation, we will discuss their needs with them and make adjustments to support them. You can inquire about accessibility options by calling 519-743-9360 ext.808 to speak to Kayla Orr, Executive Director or emailing korr@shorecentre.ca.

We thank all candidates for their interest, however, only those selected for an interview will be contacted. No phone calls or email inquiries on application status please.