

## Job Opening for a Front Desk MOA (Part-Time)

**Job Title:** Front Desk MOA, Part Time (Approx. 20 hrs/week, 8:30-5 pm.) To start immediately.

**Background:** Our team of clinicians and MOAs prides itself on quality care for our patients. We are a fast-paced clinic and we're in need of a part time Front Desk MOA who is a reliable team player with strong problem solving and communication skills.

If you have medical office experience or an eagerness to learn, and you can multi-task while remaining calm, you may be the right person for this job.

### **FRONT DESK MOA JOB DESCRIPTION**

#### **Required attributes for all clinic jobs:**

- Proficient at using relevant Intrahealth Profile EMR modules and/or MedAccess EMR (training to be provided)
- Thrives in a fast-paced, team environment
- Ability to multitask and problem solve effectively
- Excellent customer service skills
- A positive attitude and strong communication skills
- Reliable and professional

#### **General Duties and Responsibilities:**

- Answers phone lines, managing multiple calls at one time
- Coordinates patient care by making reminder calls, checking in, and communicating clinic policies
- Books appointments and procedures as per CPCC practitioner booking guidelines
- Maintains electronic medical record, including the patient chart
- Ensures patient confidentiality

- Takes payments and issues receipts for non-insured services
- Calls patients for follow up or to advise of results or other information as instructed
- Answers enquiries and/or takes messages over the phone and in person in a helpful, respectful and efficient manner
- Operates general office equipment including fax machine and scanner
- Provides office team task support including processing paperwork, sending letters to patients, and setting/completing monthly interventions
- Completes daily tasks in order of priority
- Adheres to Employee Manual guidelines and COVID protocols
- Performs all other related clinical, administrative or special tasks as required

**Education/Experience:**

- Knowledge of medical office procedures considered an asset
- Familiarity with electronic medical records considered an asset
- Previous reception experience considered an asset

**Hours and Compensation:**

- Approx. 20 hours per week
- \$18-20 per hour, based on education and experience

If you would like to be a part of our team, please submit your resume and cover letter to Karen Leathard, Lead MOA.

We respectfully thank everyone who applies; however, only those whose applications meet our needs will be contacted. Please do not call as our priority is being available to patients.

Job Types: Part Time, Permanent

Salary: \$18.00-\$20.00 per hour

COVID-19 considerations:

We have incorporated all Provincial Health Authority and WCB guidelines into our clinic's practices.