

Job Description: Medical Office Assistant

Job title	Medical Office Assistant
Reports to	Office Manager
Hourly rate	\$18-24/hr
Location	# 401 191 Edwards Way SW Airdrie

Job Summary

As an integral member of the Airdrie Bariatric and Lifestyle Clinic multidisciplinary team, the Medical Office Assistant (MOA) provides support to patients, physicians and allied health professionals at the clinic.

Responsibilities and Duties

Patient Coordination:

- Provide telephone and in-person reception duties for the clinic
- Greet and welcome clients, determine needs and put them in contact with appropriate staff
- Receive incoming calls and answer routine inquiries
- Provide and manage clinic intake and bookings
- Manage electronic medical records
- Direct and schedule appointments with an appropriate team member, including recall and follow up
- Build positive relationships with clients
- Attend to client behaviour in the waiting room by listening, supporting, validating and in the case of disruptive behaviour employ de-escalating techniques
- Monitor and manage general tidiness of waiting room

Administration:

- Provide clerical support to all member of the team, including creating reports, letters, scanning documents
- Sort mail
- Operate fax machines
- Collect uninsured charges from clients

Clinical Support:

- Room patients
- Take vitals
- Chaperone intimate exams, as appropriate
- Manage medical supplies, including stocking rooms and sterilizing equipment

Quality Improvement:

- Participates in implementation and monitoring of quality improvement activities



Qualifications and General Skills

- Diploma in Medical Office Administration (required)
- 1-3 years previous experience in medical reception/medical office assistance
- Previous experience working effectively within a multidisciplinary team
- Proficiency in EMR database considered an asset
- Strong communication, professionalism and customer services skills
- Positive attitude and strong work ethic
- Excellent knowledge of the English language both written and verbal

Working Conditions

- Office-based clinical practice
- 8-hour work day
- Full-time

Other Details

We welcome applications from all qualified candidates. The diversity of our workplace reflects the community we serve.

A minimum of 2 professional references will be required.

This position requires the successful candidate to complete a criminal background check. Two pieces of Government issued ID will be required.

Expected Start Date:

- Nov 30, 2021

Send all resumes to manager@ab.clinic

