**Job Specifications:**

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| **Job Title:** | **Administrative Assistant** |
| **Location:** | 2309 McCallum Road, Abbotsford, BC |
| **Reports to:** | Office Manager |

**Role Summary:**

The Administrative Assistant works with a high standard of integrity, confidentiality, and professionalism. In collaboration with the clinic leadership team and following the clinic’s mission, vision, and values, they offer outstanding client care and service. Administrative Assistants ensure all clients accessing our services are provided with a consistent, professional, and welcoming environment. They greet clients, manage client intake, answer incoming calls, schedule appointments for clients, and create and manage electronic health records. This role also includes accepting payment, balancing petty cash and performing other administrative duties as required, including but not limited to cleaning and stocking treatment rooms, doing clinic laundry and ordering supplies.

**Key Responsibilities:**

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| **Administrative** | * Maintains the overall flow of workplace operations * Is the central point of contact for clients and practitioners in the clinic * Answers incoming calls * Enters client data, collects payments and issues receipts * Enters and manages third party insurance information * Performs general office duties and provides administrative support * Balances end of day receipts and petty cash |
| **Client Service** | * Provides callers with information about the clinic and its practitioners * Calls or emails clients to remind them of appointments * Facilitates communication with clients * Assists practitioners with in-clinic cross-referrals and case notes |
| **Clinic Support** | * Responsible for minimizing cancelled appointments and vacancies within the appointment schedule * Monitors maximum visit thresholds for ICBC clients * Reminds practitioners to update treatment plans |
| Other duties as required, including going beyond the job description whenever necessary | |

**Required Knowledge, Attributes and Skills:**

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| **Knowledge** | * Minimum of one year of experience in a healthcare or clinic environment * Demonstrated experience providing customer service, resolving issues both in person and virtually * Demonstrated experience working with individuals from a broad range of cultural and socio-economic backgrounds * Solid understanding of confidentiality and other professional codes of conduct |
| **Attributes** | * Works well independently and in a team * Self-motivated * Cheerful, optimistic and positive disposition * Polite and professional * Genuine desire to help others * Organized * Resourceful * Flexible |
| **Skills** | * Proficient with computers and a variety of software programs * Excellent written and verbal communication * Superior time management * Meticulous attention to detail * Confident problem solver |

**Desired Knowledge, Attributes and Skills:**

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| **Knowledge** | * Post-secondary certificate, degree, or diploma in a relevant field (e.g., Medical Office Assistant, Business Administration) |
| **Attributes** | * Fun-loving and a little silly, but understands appropriate workplace behaviour |
| **Skills** | * Experience using JaneApp * Experience with third party billing including:   + Pacific Blue Cross   + Telus e-Health   + ICBC   + MSP   + RCMP/DVA   + WSBC   + WCB * Comfort and proficiency in using Social Media |
| **Other** | * Availability to work early mornings, evenings and weekends |