



**LOCATION:** 1882 Niagara Stone Road, NOTL

**START DATE:** June 2023

**HOURS:** 30 – 40 hours per week

**SALARY:** \$18/hour

**JOB TITLE:** Medical Office Administrator

We need someone to keep us in check over here...could that person be you? If you're a detail-oriented, organized professional with a passion for healthcare, then read on!

Great North Physiotherapy embodies the spirit of sport, health, and community. GNP's focus is to empower greatness by providing complete physiotherapy, sports physiotherapy, vestibular and concussion rehabilitation services for high-performance athletes and residents of the Niagara Region.

GNP is a workplace that emphasizes a people-first approach, offering a positive work-life balance. We provide our team members with hourly pay, health benefits, sick pay, vacation pay, and a professional development fund so they can enhance their knowledge.

## **EDUCATION**

- College certificate or diploma in Office Administration, Medical Office Administration, or equivalent

## **POSITION REQUIREMENTS/RESPONSIBILITIES**

- Serve as the primary point of contact for clients, ensuring a welcoming and friendly environment
- Schedule and coordinate client appointments and follow-up visits
- Maintain client records, ensuring accuracy and confidentiality
- Manage incoming and outgoing phone calls, emails, online bookings, and correspondence
- Process patient billing and insurance claims, ensuring accuracy and compliance
- Perform general administrative tasks such as digital filing, data entry, and document preparation
- Provide support to therapists and other healthcare professionals as required
- Strong knowledge of medical terminology, procedures, and regulations
- Proficiency in using electronic medical records (EMR) systems
- Attention to detail and accuracy in maintaining records and managing administrative tasks
- Ability to handle sensitive and confidential information with discretion
- Proficient administrative and software skills (Microsoft Windows, Microsoft Word, Adobe, Gmail, Jane App)

- Strong problem-solving skills and ability to work well under pressure

### **ADDITIONAL ASSETS**

- Proven experience as a medical office administrator or in a similar administrative role within a healthcare setting
- A strong drive to pursue professional development opportunities
- Interest in volunteering for local athletic events to support the community at large

### **BENEFITS**

- Casual dress
- Company events
- Flexible schedule
- On-site parking
- Hourly pay
- Paid lunch breaks
- Health spending account
- Paid time off (sick/vacation)
- Professional development stipend
- Remote access to schedule

### **NEW GRADS ARE ENCOURAGED TO APPLY!**

This posting will remain active until the position is filled. For those interested in applying, please send your CV to [info@greatnorthphysio.ca](mailto:info@greatnorthphysio.ca) with the subject title "Medical Office Admin Posting".

**WE APPRECIATE ALL APPLICATIONS, BUT ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.**