

OFFICE MANAGER – ELKPOINT MEDICAL CLINIC

Are you ready to step into a dynamic role where your skills can make a real difference in people's lives? Elkpoint Medical Clinic is looking to find an enthusiastic and dedicated Office Manager to play a key role in our small-sized patient-focused team.

Please note that this position will be working alongside one other staff and will report directly to the Doctor.

Position Overview:

As the Office Manager, you are the keystone that holds the medical practice together. In this pivotal role, you will oversee the day-to-day operations, ensuring the seamless functioning of the clinic. Your responsibilities will encompass a wide array of tasks, from coordinating staff activities to providing excellent customer service and ensuring patient satisfaction.

Primary Job Duties and Responsibilities:

- Coordinate the day-to-day operations of the practice, ensuring seamless patient care.
- Promote outstanding customer service among all staff members, fostering a positive and caring atmosphere.
- Troubleshoot patient complaints and develop process improvements to enhance patient satisfaction.
- Handle reception duties, including answering calls, triaging patients, and scheduling appointments.
- Manage document handling, scanning, and sorting reports into patient Electronic Medical Records (EMRs).
- Stay on top of clinic correspondence and promptly address arising matters.
- Maintain an updated list of consultants/service providers for patient referrals.
- Supervise cash billing, collections, and petty cash account, ensuring financial integrity.
- Coordinate staff meetings and support the physician as directed.
- Provide guidance and supervision to medical office assistant(s) to ensure smooth clinic operations.
- Perform other duties as required or requested by the physician, contributing to our collaborative team environment.

Qualifications:

- Previous experience working in the Canadian Health Sector, particularly in primary care or doctor's office settings, is preferred.
- Post-secondary education related to healthcare administration or management is desirable.
- Strong computer skills, including proficiency in Microsoft Office and other similar software, are essential. Familiarity with Electronic Medical Records (EMRs) is an advantage.
- Experience in a supervisory role or managing a small team is highly valued.
- The ability to adapt to new technologies, procedures, and challenges in a fast-paced medical environment.
- Excellent organizational skills and attention to detail, ensuring efficient clinic operations.

What this position offer:

- Competitive salary.
- Supportive work environment that values innovation and teamwork.
- Opportunities for professional development and career advancement.

How to Apply:

Excited about this opportunity? We would love to hear from you! Please submit your resume and a cover letter outlining your relevant experience to info@myrtlehrconsulting.org. We appreciate the interest of all applicants, but only those selected for an interview will be contacted.

We are proud to be equal-opportunity employers. We encourage applications from candidates of all backgrounds and experiences. Join us in making a positive impact on healthcare in Elkpoint and beyond.