



## CITY OF COLWOOD JOB POSTING

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**POSTING ID #:** COC20240925\_MCOM  
**POSITION TITLE:** MEDICAL CLINIC OPERATIONS MANAGER  
**DEPARTMENT:** MEDICAL CLINIC  
**POSITION TYPE:** TEMPORARY FULL-TIME EXEMPT POSITION – 2-year term  
**POSTING TYPE:** INTERNAL/EXTERNAL  
**HOURS OF WORK:** Monday – Friday between 8am – 5pm; 40 hours per week

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*The City of Colwood, on the traditional territory of the Songhees and Kosapsum Nations, is a spectacular seaside community set apart by its outstanding natural setting and exceptional quality of life for people of all ages and abilities. Preserving connections to nature and protecting our natural environment while supporting the prosperity of residents and businesses are priorities for the City. Just 25 minutes from downtown Victoria on the West Shore and home to roughly 22,000 residents, the City of Colwood is a great community and organization to be a part of.*

The City has an exciting opportunity for a motivated, self-starting and energetic individual to join our leadership team and lead the operational aspects of the inaugural phase of our new Colwood Medical Clinic. Our ideal Medical Clinic Operations Manager candidate is a seasoned medical office manager with broad knowledge and applied experience in the full workings of a community medical clinic. Additional must haves are enthusiasm, creative problem-solving abilities, a sense of humour, and a demonstrated commitment and passion for quality care, efficient service delivery, and collaborative teamwork.

This is a **TEMPORARY FULL-TIME** exempt management position for a two (2) year term with a possibility of extension dependent on operational ability and need.

### **NATURE AND SCOPE OF WORK**

As a member of the City of Colwood Medical Clinic’s leadership team, and reporting to the Chief Administrative Officer (CAO), the Operations Manager is responsible for collaborating with the City appointed Medical Director to develop, implement, and maintain medical clinic operational policies, protocols and procedures that ensure the efficient delivery of quality service and care to clinic patients in alignment with the clinic’s professional service standards and unique business model as set by the City of Colwood strategic plan. The Operations Manager will lead a team of service and team-oriented, trained medical office assistants (MOAs) to support physicians and other clinic staff in achieving the clinic’s day-to-day operational requirements.

Additionally, as a leader within the City of Colwood team and workplace community, the Operations Manager models, promotes, and ensures adherence to all workplace policies and work procedures, including but not limited to demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.





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*A complete job description is available at [www.colwood.ca/careers](http://www.colwood.ca/careers)*

### POSITION REQUIREMENTS:

- Bachelor's degree in business or healthcare administration or other relevant discipline.
- Minimum of five (5) years\* comprehensive operations management and people leadership experience in a related healthcare operation  
*\*NOTE: for this recruitment, preference will be given to qualified applicants with direct medical clinic office management experience of 10 years or more*
- Valid Basic Life Support (BLS) certification, including CPR and AED and Naloxone training.
- Formal training and extensive applied experience with electronic medical records (EMR) systems, administration and related privacy requirements.
- Prior direct experience and/or training as a Medical Office Assistant (MOA) is a strong asset.
- Demonstrated experience in project management and/or program implementation is preferred.
- Police Information Check satisfactory to the City.

*An equivalent combination of relevant education and related experience may be considered.*

### POSITION COMPENSATION:

The recruitment range for this position is \$107,645.92 to \$126,642.26 per annum. In alignment with the City's Compensation Philosophy and Exempt Pay Administration Policy, a successful candidate's initial pay offer will be determined through evidence that they meet the education, training and experience requirements; assessment of their required knowledge, skills and competencies; and with consideration to equity within our existing team.

The City is pleased to offer a comprehensive benefits package.

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Using the subject line **POSTING ID# COC20240925\_MCOM**, please submit your resume and cover letter describing how you meet the position requirements, in confidence, to the CAO, at [careers@colwood.ca](mailto:careers@colwood.ca).

A review of interest will begin on October 9th, 2024; but the posting will remain open until filled.

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*The City of Colwood is committed to employment equity and fostering inclusivity within our workplace.*

*We value diversity and are always seeking applications from individuals to enrich the diversity of our team to represent the community we serve.*

