



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: MEDICAL OFFICE ASSISTANT
DEPARTMENT: MEDICAL CLINIC
POSITION TYPE: FULL TIME UNION POSITION
PAY GRADE: PAY GRADE 6
LAST UPDATED: DECEMBER 2024 (under review)

NATURE AND SCOPE OF WORK

Reporting to the Medical Clinic's Operations Manager and working within a team environment to support all clinic staff, the Medical Office Assistant (MOA) is responsible for providing a full and varied range of confidential medical office administrative and technical duties in support of quality patient care and service, and sound and efficient clinic operations.

As a member of the City of Colwood team and workplace community, the incumbent is responsible for adhering to all workplace policies and work procedures, and for demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

TYPICAL DUTIES AND RESPONSIBILITIES

- Administers comprehensive patient onboarding processes in accordance with clinic requirements and procedures.
 - Performs reception duties including responsive phone and email communication, mail/correspondence handling, appointment scheduling/booking, patient greeting and check-in, patient file retrieval and escorting to assigned consultation and/or treatment room.
 - May perform confidential routine health related procedures or tests such as pregnancy, urine, blood pressure, vision, taking weight and measuring height, and recording results/data and/or preparing specimens for examination or transport.
 - Receives and processes patient payments as clinic services and procedures require.
 - Ensures consultation and treatment rooms are prepared appropriately and supplies stocked.
 - Administers patient referrals as directed, ensuring all necessary information is accurate and complete as required by receiving office; follows up with patient and referral receiving offices as required.
 - Creates and maintains accurate, comprehensive and secure records in accordance with clinic and City procedures and healthcare regulatory body requirements.
 - Assists the Operations Manager with clinic administrative and financial processes including but not limited to MSP billing, supply purchasing and inventory tracking, etc.
 - Performs a variety of clerical/administrative and/or technical duties as required to support physicians and other clinic staff and general clinic operations and services.
 - Performs other duties as assigned.
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MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Medical Office Assistant certificate from an accredited institution; additional post-secondary business administration certificate or diploma is an asset.
- Minimum of 2 years experience working as a Medical Office Assistant in a clinic environment building working knowledge of routine patient care treatments and medical office administrative procedures.
- Valid Basic Life Support (BLS) certification, including CPR and AED and Naloxone training.
- Formal training and applied experience with electronic medical records (EMR) systems, administration and related privacy requirements.
- Police Information Check satisfactory to the City.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Well-developed interpersonal skills with ability to build and maintain positive professional relationships, collaborate effectively and to respectfully navigate challenging interactions.
- Strong customer service skills with the ability to maintain and convey authentic compassion, empathy and care for others and recognize individual needs.
- Well-developed verbal and written communication skills including active listening and demonstrated ability to employ tact and diplomacy.
- Ability to maintain confidentiality and exercise discretion.
- Ability to work well independently, under pressure, with attention to detail, to positively contribute to the advancing of the overall goals of the team.
- Proficient technical skills to efficiently conduct work using a variety of software systems and technical equipment.
- Demonstrate consistent understanding and application of the following competencies:
 - Adaptability: Willingness to be flexible in a changing environment.
 - Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - Effective Communication: Communicates effectively with others.
 - Problem Solving: Recognizes and acts to resolve problems.
 - Organization: Organizes the work so that others will understand it and will be able to achieve the City's goals.
 - Collaboration: Uses a consultative approach to initiate and foster a spirit of cooperation to achieve the organization's goals.
 - Safety Focus: Remains mindful of physical and psychological safety at all times and performs work in a way that minimizes risk of injury to self or others.
 - Customer Focus: Provides excellent service to both internal and external customers.
 - Personal insight and Rapport: demonstrates Colwood's values, awareness of strengths and weaknesses, seeks feedback, fulfills commitments, and demonstrates courage to do what is right.