

## Job Description Front Desk Supervisor

**Reports to:** Clinic Manager

**Qualifications:**

- High school diploma or equivalent, with a related post-secondary certificate or diploma (Medical Office Assistant, Health Information Office Assistant, or similar);
- Minimum of one (1) year of supervisory experience, preferably in a medical office environment;
- Experience working within an EMR (Telus Wolf preferred);
- Demonstrated proficiency in the use of computers, including MS Office;
- Demonstrated ability to work effectively both autonomously and as part of a team;
- Demonstrated organizational, time management, leadership and communication skills;
- Demonstrated ability to deliver exceptional customer service.

**Responsibilities:**

- Assists the Clinic Manager with staff supervision & coordination of clinic operations;
- Establishes and maintains a positive working relationship with physicians and other staff;
- Provides leadership and acts as a role-model in the day-to-day supervision of front office staff;
- Completes daily cash / visa reconciliation;
- Assists the Clinic Manager with interviewing, hiring and training of new staff, as needed;
- Coordinates scheduling and vacation requests in consultation with the Clinic Manager;
- Monitors timekeeping and submission of timesheets for payroll entry;
- Monitoring and ordering of standard non-clinical and office supplies;
- Monitoring and ordering of clinical supplies;
- Assists the Clinic Manager in coordinating chart transfer and insurance requests;
- Evaluates and monitors patient registration and chart maintenance processes to ensure compliance with established procedures and privacy laws;
- Assists with the facilitation of patient flow to ensure wait times and congestion are kept to a minimum;
- Assists the Clinic Manager in ensuring compliance with and maintenance of OH&S procedures;
- Provides back-up coverage and support to Medical Office Assistants and Referrals Coordinator with daily duties as required;
- Monitors and assists with preparation of examination rooms; sterilization of instruments according to established procedures, and ensures thorough cleaning of equipment and examination rooms is being carried out after each procedure.
- Monitors and assists with weekly deep-clean of clinic rooms.
- Assists the Clinic Manager in ensuring timely repairs and proper functioning of office and medical equipment;
- Assists the Clinic Manager with development of Clinic policies and procedures as required;
- Provides administrative support to Clinic Manager and Physicians as required.

Recognizing that Ridgeview Medical Centre is a dynamic organization, roles and duties may evolve over time.