

## **Medical Office Assistant**

*Part-Time and Full-Time Positions available*

At Ridgeview Medical Centre we aim to provide personal, comprehensive, and continuing care for individuals in the context of the family and our community. Our team is seeking a Medical Office Assistant to join our team to assist in growing our administrative team – to provide support to our physician team and build long lasting relationships with our patients.

### **Job Purpose:**

The Ridgeview Administrative Team are the first people our patient's meet when they enter the clinic, and the last ones as they leave. These are the people that make sure the clinic runs as smoothly as possible, so that we may better serve our patients!

### **In this Medical Office Assistant role:**

- You'll work hard, and it'll be worth it.
- You'll develop solutions to day-to-day challenges; you'll learn to think on your feet.
- You'll receive guidance but not heavy-handed micro-management from your administrative peers.
- You'll be relied upon – and trusted – to support patients and providers with the administrative and clinical questions or tasks.
- You'll grow as much as you want to grow – with on-the-job experience and the boatload of learning opportunities the physicians have to offer.
- You'll love it.

### **Your Opportunity:**

Ridgeview Medical Centre is a busy family medicine clinic based in the spectacular mountain community of Canmore, Alberta. We have an exciting opportunity for a Medical Office Assistant to join the Ridgeview Medical Centre. As part of our team, the MOA will be responsible for assisting physicians and clinicians in clinic with administrative and clerical tasks.

### **Duties include but are not limited to:**

- Answering calls, as well as welcoming and assisting patients and visitors.
- Scheduling and confirming appointments, tests, treatments, and other procedures.
- Obtaining and updating patients' personal and health information.
- Creating and maintaining electronic health records.
- Preparing patients' files for consultation and evaluation.
- Managing inquiries and relaying messages about scheduling, referrals, and prescription refills.
- Verifying medical information, as well as mediating between patients and medical partners.
- Collecting payments from patients and following up on medical insurance claims as needed.
- Entering payment information into an electronic billing system.
- Maintaining an office supply inventory and replenishing stock in a timely manner.

**Who you are:**

- Minimum of High School Diploma required.
- 2+ years experience as an MOA or MOA certificate and 1+ year of experience.
- Strong customer service-based skills with excellent phone manners.
- An eager learner who has experience with EMRs, Netcare, Connectcare and health technology but who more importantly brings an enthusiasm to acquire these skills.
- An excellent communicator who has a focus on utilizing both written and oral communication skills both with the team and patients.

**Must possess following attributes:**

- Proactive
- Empathetic
- Efficient
- Energetic
- Forward thinking
- Friendly
- Initiative
- Judgment
- Supportive
- Enthusiastic
- Focused on quality care
- Perspective
- Collaborative
- Genuine interest in working in primary care

Does this role sound like your next challenge? Are you ready to become an essential part of the Ridgeview Medical Centre? Please submit your resume and cover letter today.

**To Applicants Applying:**

The Ridgeview Medical Centre offers a competitive compensation package with comprehensive benefits, opportunities for continuing education and career growth, and an outstanding work environment.

Please ensure that your application consists of the following:

1. Cover letter that includes your motivation for applying and why you would be the ideal candidate.
2. A copy of your up-to-date resume.
3. Copy of training/certification.

*Please direct your complete application package to: [careers@ridgeviewclinic.ca](mailto:careers@ridgeviewclinic.ca)*

**POSTING EFFECTIVE until a suitable candidate has been found. We thank all candidates in advance for their applications, however, only those being selected for an interview will be contacted.**