



Group Health Centre

Administration Clerk x2 Permanent Part Time

Compassion

Respect

Kindness

Accountability

- The Organization:** The Group Health Centre is a progressive multi-speciality ambulatory care health care organization, and is one of Canada's first consumer-sponsored health care facilities. As Ontario's largest and longest-established alternatively funded healthcare organization, Group Health Centre serves over 70,000 Sault Ste. Marie and Algoma District residents.
- Position Summary:** The Administration Clerks role is to schedule and coordinate appointments to meet the needs of the patients and providers. Directs calls to proper destinations. Updates and maintains demographics and health card numbers; and works in a team environment with set guidelines and processes.
- The Ideal Candidate will Possess:**
- Certificate or Diploma from a recognized Office Administration program with a minimum 2 years' experience in an office setting
 - Ability to handle a high volume of phone calls professionally and efficiently; Courtesy, patience and tact in dealing with people
 - Demonstrated ability to provide excellent client service evidenced by well-developed communication skills, both verbal and written
 - Demonstrated ability to deal with difficult situations and problem solve solutions to meet patient and provider expectations
 - Well-developed self-awareness, self-management and social awareness skills
 - Demonstrated ability to build and maintain successful and positive working relationships
 - Excellent organizational and prioritization skills; able to meet deadlines
 - Proficiency with MS Office Suite
 - Knowledge and experience making payment transactions and using a paging system
 - Excellent word processing, typing and proof reading skills
 - A solid track record of maintaining privacy of patient information
 - Accuracy and attention to detail
 - Demonstrated success in living the values of GHC
 - Completion of a Medical Terminology course an asset
 - Experience with scheduling and book maintenance of provider schedules an asset
 - Previous experience working in a call center would be an asset
- Compensation:** Salary as per the CUPE Collective Agreement – \$21.02 to \$21.86 commensurate with experience
- Operations:** Monday to Friday – Business Hours
Weekends & Holidays Off
- Applications By:** **September 11, 2019**

Please apply to recruitment@ghc.on.ca

We thank all applicants, however only those under consideration will be contacted.

Interested applicants are asked to submit a **cover letter** and **resume** indicating their qualifications for the position by **September 11, 2019**. Those selected for interviews will be required to demonstrate their qualifications and required skills and abilities as outlined above. Group Health Centre is committed to an application and interview process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code/AODA. Applicants need to make any accommodation requests for the application or interview process known in advance by contacting the Human Resources Department at 705-759-5589.

***Please note the Group Health Centre is a Scent Sensitive Organization.**

www.ghc.on.ca