

Position Overview

- ◆ Responsible for completion of various clerical and administrative functions;
- ◆ Supports the leadership team in managing day-to day operations, service planning and labour utilization;
- ◆ Performs reception functions on the phone & in person, greeting visitors & assisting/directing them;
- ◆ Performs work in accordance with established policies, procedures and protocols.

Qualifications

- ◆ Medical Office Assistant or Administrative Assistant Certification or equivalent combination of experience, education and knowledge;
- ◆ Extensive MS Office, Outlook and Excel expertise;
- ◆ Strong English language skills, understanding of medical terminology an asset;
- ◆ Strong organizational and time management skills;
- ◆ Able to multi-task, handle changing priorities & work under pressure;
- ◆ Friendly disposition, personable and easily able to build harmonious working relationships with clients, families, colleagues, business partners & members of the general public;
- ◆ Staffing & scheduling experience in a 24 hr environment an asset;

Key Activity Summary

Greets families and visitors to the community. Provides information, assistance and support as needed. Receives couriers/deliveries and directs suppliers, officials and visitors throughout the campus community;

Word processes, tabulates, copies, faxes and distributes a variety of documents including reports, meeting minutes, statistical summaries and health records. Ensures work is completed accurately and within specified timeframes. Distributes, receives and tabulates surveys;

Under the direction of managers, schedules replacement staff for unscheduled absences and workload requirements in accordance with the master rotation and provisions of the collective agreement. Maintains master rotations, weekly schedules, call in sheets and leave requests for all areas. Accurately documents scheduling calls & responses. Posts staff schedules for all functional areas within required timeframes. Receives and processes payroll reports and submits to Vancouver office. Supports managers with staffing and scheduling functions for planned absences as requested;

Ensures technology, telephony and office equipment effectively meets operational requirements. Identifies need for additional office equipment, upgrades or modifications based on changing operational needs and proposes solutions. Coordinates equipment training, repairs and upgrades with suppliers;

Organizes meetings and care conferences as requested, takes meeting minutes and books required travel. Prepares outgoing and distributes incoming mail and faxes;

Manages office supply inventory to ensure adequate stock is available. Tracks supply usage, sources & price shops products, orders, receives and inventories supplies in a secure place;

Establishes and maintains effective paper and electronic document filing systems;

Answers external and internal telephone calls in a friendly, respectful and professional manner. Transfers or redirects callers appropriately. Responds to calls for general inquiries with accurate information. Ensures messages are communicated in a timely manner; and

Provides support and assistance to the management on confidential and sensitive issues requiring discretion including communications, document preparation / storage and dissemination of information.