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## Full Time Office Administrator / Front Desk Receptionist Para-Medical Clinic (Peterborough, Ontario) (File Reference: FDR-2018)

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On behalf of our Client, a successful and growing Clinic providing paramedical services to a wide ranges of clients in the Peterborough area, we are pleased to be conducting a search for an **Office Administrator / Front Desk Position**. We're looking for a professional, positive individual who will reflect the image and culture of the organization in order to create a positive first impression and experience for clients and clinic visitors.

This is a permanent, full-time position (Monday – Friday), days only.

Key Accountabilities include:

- Greet and assist clients either on the telephone or as they arrive; ensure a lasting positive impression for them.
- Manage client calls and inquiries about appointments, confirmations, amendments and cancellations.
- Effectively manage, update and accurately maintain client database, scheduling appointments, fee rates and appointment types.
- Prepare intake forms dependant on type of client
- Responsible for optimizing the appointment schedule by ensuring the day is full, with limited gaps.
- Take payments from clients using POS system or cash, making change from Petty Cash.
- Balance Day-end receipts at close of each day.
- Send out client invoices and statements by mail or email.
- Some A/R.
- Share the responsibility of pulling client files for next day clients.
- Keep track of administrative office supplies.
- Ensure Entrance, Front Desk and Waiting Area are always clean, tidy and uncluttered.
- When required;
  - Prepare treatment rooms for next client.
  - Escort client to next available treatment room.
- Photocopy client medical notes when instructed and as instructed.
- Send requests by Fax or contact Practitioner office or Hospital for client's diagnostic information.
- Periodically distribute Referral pads or flyers in the community.

# POSITION PROFILE

- Follow established clinic policies.
- Skills/Requirements
- 3-5 years in an administration/reception role.
- Detail-oriented.
- Excellent organizational and time management skills.
- Computer proficiency: Knowledge of “Clinicmaster” clinic based software an asset.
- Ability to multi-task.
- Strong communication skills (both verbal and written).
- Highly motivated with ability to work independently and as part of a team.

This is a very busy Front Desk which requires someone capable of managing multiple schedules, answering calls, greeting clients, accurately inputting information into the clinic software, taking payments, providing receipts and scheduling several appointments at a time, for each client. It will be necessary to contact clients who have cancelled or missed appointments and also to reschedule clients if there has been a change to the clinicians’ availability. All this to be done in a professional manner with a compassionate demeanor.

Our Client’s clinic is a commercially-fabricated scent free environment and the privacy of our client’s personal information is paramount. By joining their team you will become part of a “family” where they laugh, enjoy working together and care about their client’s well-being and experience.

Competitive compensation is being offered.

Hours: Monday-Friday 8:00am-4:00pm with some flexibility on hours.

For further consideration, highly qualified Candidates are invited to submit their resume information in confidence, quoting the above file number. We treat your information confidentially (*please identify any organizations with whom you do not wish your information shared*):

Recruiting Manager

**SHRP Limited**

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*While we appreciate all applications, we can only contact those individuals selected for interview.*

*We are committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (if accommodation is required, we appreciate Applicants making this request in advance so we can support your needs).*

# POSITION PROFILE