

Position Description - Scheduling Assistant

Position Summary

The Scheduling Assistant provides support for the Red Deer Primary Care Network and will contribute to the efficient functioning of the office and undertake a range of administrative and clerical duties.

The Scheduling Assistant has a pivotal responsibility in booking and scheduling patient appointments in an accurate, confidential and efficient manner according to established procedures.

Hours of Work: 8:30 a.m. – 4:30 p.m. Monday to Friday

Occasional Hours: 10:00 am – 6:00 pm Tuesday to Thursday

Key Responsibilities

Key areas of responsibility include:

Scheduling duties:

- Schedules patient referrals on a daily basis within five days of receiving the referral.
- Conducts reminder calls to confirm next day individual patient appointments.
- Perform cross-functional scheduling duties as required (responding to phone calls / self-referrals etc.).
- Maintains a clean data base to ensure that appropriate letters can be completed monthly.

Administrative duties:

- Maintains staff kitchen and photocopier area
- Provides back up for main office reception as required, and street clinic reception.
- Performs other duties as assigned.
- Maintain filing systems and records related to specific area of assignment.

Qualifications

Education & Experience

High School Diploma minimum with at least five years related experience and/or training.

Office experience with solid telephone skills.

Excellent verbal and written communication skills, proven organizational and time management skills.

Technical Skills

Excellent and proficient knowledge, understanding and usage of all Microsoft Office programs (including teams and Outlook) and EMR

Knowledge and Abilities

- Work equally well alone and as part of a team (*i.e., collaborating in the development of a project and openly receive feedback for successful completion of project*)
- You think on your feet. You like learning new things and you can learn quickly. When things change you can change with it easily.
- You like helping people. You like to go 'above & beyond'.

- Ability to maintain poise under pressure, be able to prioritize and organize work in a fast paced environment.
- Operate standard office equipment
- Communicate effectively orally and in writing
- Establish and maintain effective working relationships with others
- Exercise confidentiality, tact, and diplomacy
- Plan and organize work effectively and efficiently
- Meet schedules and time lines
- Maintain electronic and paper records and prepare reports
- Requires willingness to take initiative and work with minimum of supervision
- Must be able to work flexible hours occasionally as operational needs dictate
- Standard office procedures such as filing, typing, scanning, faxing, answering telephones

Supervision

Direct: Office Manager