

Administrative Assistant

Organization: Red Deer Primary Care Network (RDPCN)

Location: Red Deer Primary Care Network (RDPCN) Primary Clinic

Reports To: Administrative & IT Manager

Position Summary

The Administrative Assistant is the first point of contact and a key representative of the Red Deer Primary Care Network (RDPCN). This role is essential to the smooth operation of the organization, providing a wide range of administrative and clerical support to ensure daily office activities run efficiently. With a strong emphasis on professionalism and quality customer service, the Administrative Assistant plays a vital role in creating a welcoming environment and supporting internal teams.

Key Responsibilities

Administrative Support Tasks

- Answer incoming calls, direct callers and respond to general inquiries.
- Process City of Red Deer Recreation Passes for eligible patients
- Coordinate bookings for meeting rooms and patient consultation spaces
- Managing the lending and return process for portable disc golf sets and archway rentals.
- Monitor and ordering of the Unifirst supplies
- Clean footcare instruments
- Keep the workplace clean, organized, and compliant with safety and hygiene standards
- Perform additional duties as assigned

Scheduler Tasks

- Accurately enter referral/patient data into the Electronic Medical Records (EMR) system.
- Assists schedulers with calls as time permits

Customer Service

- Greet and assist visitors and staff in a professional and courteous manner

Qualifications

Education & Experience

- High school diploma or equivalent; post-secondary education in office administration or a related field is an asset
- Minimum 3-4 years of administrative or clerical experience, preferably in a healthcare or professional office environment

Skills and Competencies

- Treats everyone with respect and dignity;
- Works collaboratively with patients and the health care team with confidentiality and diplomacy;
- Is committed to excellence and innovation;
- Is able to adapt and develop new skills and applied practice;
- Is comfortable working independently;
- Values relationships;
- Is able to work effectively in a highly complex, unstructured, and dynamic environment;
- Demonstrates problem-solving skills and initiative;
- Is flexible to work hours occasionally as operational needs dictate
- Strong organizational and time management skills.
- Excellent verbal and written communication skills.
- Remain calm under pressure and effectively prioritize and manage tasks in a fast-paced environment.

Organizational & Interpersonal Skills

- Ability to manage multiple tasks and priorities in a fast-paced clinical environment.
- Strong organizational skills with a high degree of accuracy and attention to detail.
- Demonstrated ability to maintain confidentiality and handle sensitive information appropriately.

Technical Proficiencies

- Understanding of medical terminology, clinical procedures, and healthcare office practices.
- Familiarity with privacy legislation (e.g., FOIP, PIPA) and healthcare documentation standards
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and general comfort with technology and office equipment
- Comfortable using collaboration tools (e.g., Zoom, Teams, Google Workspace)
- Familiarity with primary care programs is an asset.