



INTERNAL/EXTERNAL JOB POSTING
Bilingual Medical Secretary – (English & French)
Casual/Relief Position

It is an incredibly exciting time to be part of our team at SEOCHC. With the introduction of Ontario Health Teams, this is a time of transformation in our organization and our sector as we work towards more integrated client care. As a Bilingual Medical Secretary, you will be part of a team that is the heartbeat of that change.

As a first point of access for our clients, your compassion and professionalism make them feel valued. You give them confidence in our center and the care they will receive from us. It gets busy around here and we are proud to serve people from all walks of life. Your exceptional interpersonal skills are instrumental in maintaining a calm, welcoming, safe environment and your ability to multi-task and prioritize keeps traffic moving; ensuring clients receive the right answer as they navigate the system.

You value a team-based approach and thrive in an environment where you are able to practice a variety of roles and responsibilities. You are someone who takes initiative and jumps in where needed to keep our clinic running smoothly.

Health care professionals love you. You can be counted on to make their lives easier with your ability to anticipate needs, troubleshoot problems and your meticulous attention to detail and proper documentation.

We are looking to welcome aboard an exceptional medical receptionist who will join us in our mission to provide holistic health services from a health equity perspective.

QUALIFICATIONS

- Post-secondary training and/or experience in office management, medical secretarial or a related program.
- Two years' experience in office administration; Health/Social Services experience an asset
- Exceptional communication and customer service skills including telephone etiquette, cultural awareness and ability to work with complex patients.
- Highly collaborative. Strong team based interpersonal skills, ability to share work and respond with agility to competing demands and tasks.
- Ability to diffuse anxiety and conflict and handle heated situations with common sense.
- Compassionate, strengths-based approach to working with marginalized populations.
- Highly productive. Able to handle large workloads and move through it.
- Strong ability to multi-task, prioritize and manage time. Flexible, adaptable and able to anticipate problems and address them before they become issues.
- Independent and able to take initiative as well as direction. Uses good judgement and escalates issues where necessary.
- Able to build strong relationships with health care providers by learning their working style and grasping what is required to do the administrative tasks independently.
- General knowledge of medical terminology and an understanding of client confidentiality and privacy concerns.
- Proficiency in Word, spread sheets, database, electronic mail and data entry.
- Ability to learn and function in an EMR, ideally PS Suites.
- Ability to work in English and French, Somali and/or Arabic an asset
- Proficiency in word processing (min. 50 wpm), data entry, electronic scheduling, records management, electronic medical systems.
- Excellent communication and interpersonal skills, including conflict resolution, problem solving.
- Proven team-work skills.

Hourly rate : \$21.32-\$25.38

Please submit your resumé and cover letter stating how your qualifications match the job requirements, no later than July 12, 2024

Human Resources Officer
South-East Ottawa CHC
<https://seoehc.bamboohr.com/careers/223>

Thank you for your interest. Only candidates selected for an interview will be contacted. The Centre is committed to employment equity. SEOCHC will provide accommodation for applicants with disabilities in its recruitment process. If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.