

Medical (Naturopathic) Receptionist

Somerset Health & Wellness Centre

We're a well-established naturopathic and holistic wellness clinic in Ottawa. We're looking for a highly personable and talented Receptionist / Office Manager to join our team as the front face of our amazing clinic.

In this role you'll wear many different hats! We're a small business and are constantly responding to the diverse needs of the clinic as they arise. One minute the printer may need some tending to, the next moment a patient may have a question, and in the next moment the internet is down.

The receptionist will use skills in planning, organizing, and supervising. Must work effectively with physicians, staff, patients, public and external agencies. Will use skills in gathering and interpreting data in physician office settings. Must have the ability to take initiative and to exercise independent judgment, decision-making, and problem-solving expertise. The receptionist will be the first point of contact for staff support for all clinical and administrative needs.

Can you troubleshoot many things at once gracefully and with joy?

Do you love solving problems, being innovative, being helpful and being the best part of someone's day?

If so, the Somerset family is where you will find a job you love!

As our ideal candidate, you're smart, open, collaborative, super organized, easy to get along with, and keen to stay with us long-term. You're into healthy lifestyles and you're a dog lover!

Key Responsibilities:

- **Leadership Duties:** Leads employees to accomplish all job objectives; inspires confidence and motivation; clearly defines expectations and maintains personal effectiveness under pressure. Helps establish/implement goals, objectives, policies, procedures, and systems for the clinic.
- **Budget and Supplies:** Monitors and controls clinic expenditures within the approved budget. Monitors and analyzes budget and financial information and utilizes all resources effectively and economically.

- **Legal Duties:** Knowledge of legal issues in all aspects of operations to ensure compliance with regulatory agencies and the rights of all customers. Maintains a system of confidentiality according to policies and procedures.
- **Working Relationships:** Identifies and understands patients of the clinic. Formulates and monitors working practices/staff to ensure that patient care and overall experience achieve maximum standards.
- **Problem Solving/Decision Making:** Practices effective problem identification and resolution skills as a method of sound decision making. Management and troubleshooting of systems and technologies (EMR)
- **Responsibility/Accountability:** Develops standards and provides systems to monitor and evaluate clinic functions and assumes responsibility for designing methods to improve functions.
- **Communication:** Determines and demonstrates effective communication methods and defines appropriate lines of authority for the clinic in keeping with the administrative structure. Uses all methods of communication to disseminate information to staff in a timely manner.
- **Environment of Care (Safety/Emergency Situations):** Sets and communicates clinic standards in keeping with regulatory agencies and policies. Develops and monitors standards to comply with safety, infection control, and customer relations standards. Maintains an aesthetic environment for the clinic.
- **Staffing:** Develops and implements staffing levels for the clinic with effective, economical use of resources. Monitors staffing and attendance in compliance with standards. Recruitment and development of all staff within the clinic. Includes the effective scheduling of physicians to ensure patient care and opening hours standards are met.

- **General duties:** Ensure patient confidentiality at all times throughout the clinic. Performs all other related clinical and administrative tasks or special tasks as required by corporate management. This is an exempt position not eligible for paid overtime. May be needed to attend to office needs after regular office hours and on weekends.

Responsibilities:

- Greet patients and visitors with courtesy and kindness at all times
- Schedule and confirm appointments for patients
- Explain services offered by the clinic to potential new patients
- Collect payment for services and natural health products
- Maintain forms and office supplies required for front desk activities
- Ensure the reception area is ready for each working day; open the clinic at the designated time and have all front desk activities fully operational at the start of business hours
- Clerical duties such as filing, distributing mail, data entry
- Assist the doctors with product research and preparation of marketing materials
- Support the operation of our retail arm
- Communicate with other health clinics in requesting and sharing medical records
- Make deposits at the bank
- Help supervise Ginger, our clinic dog.
- Help maintain a peaceful healing environment where patients feel welcome

Qualifications:

- Confident, friendly 'people person' who can establish and maintain solid relationships
- Excellent written and verbal communication skills
- 2+ years of experience in a medical clinic (or graduate of medical admin program)
- Understanding of medical clinic operations and regulatory framework/requirements
- High tolerance for fast-paced environments
- Ability to work varying working patterns as needed by the clinic (including evenings and weekends)
- High school diploma or the equivalent (preference for graduates of formal medical training programs)
- Receptionists deal with the public; therefore, they must be neat and well-groomed and have a courteous, pleasant manner
- Receptionists must be able to put patients at ease and explain physicians' instructions.
- Top-notch computer skills; able to learn new software quickly (we use Jane, MS Office, Google Calendar, Google Drive)
- Excellent communication and interpersonal skills
- Bilingualism is a big asset
- Warm, outgoing personality
- Ability to interact effectively and in a supportive manner with people of all backgrounds
- Discrete and trustworthy; you will often be party to confidential information

- Excellent telephone skills and etiquette
- Ability to work well under pressure and multi-task
- Ability to work in a team environment
- Good judgement and decision-making skills
- Excellent memory and attention to detail
- Personal or professional experience with naturopathic medicine is an asset
- Love of dogs - we have a therapy dog in the office
- CPR Certification is an asset