



PART TIME RECEPTIONIST/ADMINISTRATOR

Eramosa Physiotherapy Associates (EPA) are a group of physiotherapist-owned clinics with 8 locations, around Guelph and surrounding areas. Over the past 20 + years, EPA has been providing evidence - based care with an emphasis on manual therapy and exercise through our unique approach, "Your Path to Improved Health". Our growth and success over the years is because of our incredible team of dedicated, passionate and hard-working employees.

Eramosa Physiotherapy is actively recruiting for a **Permanent Part-time Receptionist** at our busy Elora location. The ideal candidate must be customer focused with excellent communication and computer skills. Primary responsibilities include; front desk reception, booking clients for physiotherapy and massage therapy appointments, assisting with billing, and receiving payments from clients. This role also includes clinic organizing, tidying and laundry.

Job Type: Permanent Part-Time

Starting Salary: \$14.25/hour + depend on experience

Experience: Customer Service 3 years, Administration 1 year

Hours of Work: Mon/Wed evenings 4:30 p.m. until 8:30 p.m., Fri daytime, and the possibility of Saturdays AM (starting in 2021)

JOB DESCRIPTION: Receptionist

As a Receptionist you are passionate about your work and perform with a high level of energy, reliability and pride. Clients and coworkers alike look forward to their interactions with you. Your administrative work is thorough, organized and detail-oriented. You have strong computer skills including Microsoft Office and an ability to learn new software applications quickly. You have a solid command of the English language and excellent communication skills. Your work experience demonstrates success in providing customer service and strong administrative support.

Duties and Responsibilities include (but are not limited to):

- Answer telephone calls, greet clients and visitors upon arrival, and provide excellent customer service for all questions or concerns.
- Register new clients in line with acceptable standards of the clinic; support clients in filling medical and insurance forms at the clinic to avoid errors and inaccurate information.
- Exercise client confidentiality at all times.
- Using electronic medical record files and coordinating the scheduling of future appointments for clients with all providers as directed.
- Collect payment at time of service and follow up on outstanding payments.
- Complete accurate clinic billing and follow up on accounts receivable as required.

- Produce accurate end of day reports.
- Ensure that the client reception area is cleaned, and fully stocked with supplies
- Other administrative tasks as assigned by the Clinic Office Manager.

Skill Set Required

- Excellent communication and interpersonal skills to build rapport with clients and staff members. Professional phone mannerisms.
- Ability to exercise good judgement, resourceful, strong organization and multi-tasking skills.
- Remain “cool, calm and collected” in high pressure situations.
- Able to adapt to change with clinic operations to continuously learn and strive for improved patient care.
- Create operating procedures and offer solutions to improve overall efficiency
- Self-starter with an ability to work independently and collaboratively in a team environment.
- Strong knowledge of Microsoft Office programs – Word and Excel
- Experience with clinic management software, online insurance billing, and accounts receivables would be considered an asset.

Want to join our team?

To apply submit your resume and cover letter to meredith@eramosaphysio.com & hr@eramosaphysio.com

In the subject heading, include your name and the title of the position.

Eramosa Physiotherapy Associates (EPA) is an equal opportunity employer. While we appreciate the interest of all applicants, we will contact only those selected for interviews.

Part-time hours: 12-16 per week

Application deadline: 2020-11-30

Expected start date: 2020-12-14

Job Types: Part-time, Permanent

Salary: From \$14.25 per hour

Benefits:

- Company events
- Employee assistance program
- On-site parking
- Store discount

COVID-19 considerations:

Eramosa Physiotherapy's COVID-19 protocols are in line with the Ministry of Health recommendations for Regulated Health Professionals

Experience:

- customer service: 3 years (Preferred)

- receptionist: 1 year (Preferred)

Education:

- Secondary School (Preferred)

Location:

- Elora, ON (Preferred)

Administrative Duties:

- Scheduling
- Stocking supplies
- Sorting and sending mail
- Answering and routing phone calls
- Greeting visitors

Financial Duties:

- Processing payments

Work remotely:

- No