

Receptionist

Innov8 Physiotherapy is a new multidisciplinary clinic in the heart of Port Alberni. Opening our doors in December 2022, the clinic has grown steadily and we currently have a Physiotherapist, Registered Massage Therapist, and Clinical Counselling through Island Clinical Counselling. We are looking for an energetic, enthusiastic receptionist to greet the diverse range of clientele through our doors.

Your primary role will be to be the friendly welcoming face of the clinic and to use our computer software (JaneApp) to book and bill for appointments in person and over the phone, so experience in these areas would be an asset. You will also be providing virtual administrative services to Island Clinical Counselling.

Receptionist Job Responsibilities:

- Serves clients by greeting and helping them, scheduling appointments, and maintaining records and accounts.
- Welcomes clients and visitors in person or on the telephone, and answering or referring inquiries.
- Optimizes client satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Maintaining the reception area.
- Be fully computer literate. Familiarity with the JaneApp EMR and billing software and Google Chrome OS would be useful
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information, recording and collecting patient charges, and filing, collecting, and expediting third-party claims.
- Performing and submitting third-party billings either through the JaneApp system or other provider portals.
- Maintains business office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies, and scheduling equipment service and repairs.

- Maintaining patient confidentiality of medical, personal, and financial information.
- Maintains operations by following policies and procedures, reporting needed changes.
- Assisting therapists in their duties with administrative tasks including drafting letters, initiating reports, making calls on behalf of staff.
- General cleaning, laundering and other housekeeping responsibilities to help the clinic run smoothly.
- Start-of-day and end-of-day procedures.

Job Type: Part-time, permanent with the possibility of more hours being available as the practice grows.

Salary: \$18-21/hr + 4% vacation pay and 14 days vacation after the first year

Hours: 16-18hrs per week over 2 days with possibility of more being available.

Skills / Qualifications:

- Ability to multitask and prioritise tasks working efficiently in a fast-paced environment to ensure smooth flow for the therapists
- Flexibility with working hours and practices
- Telephone skills
- High level Customer service
- Excellent verbal and written communication skills
- Time management
- Attention to detail and strong organizational skills
- Scheduling
- Word processing and familiarity with Google Docs / chromebooks an advantage
- Familiarity with JaneApp electronic medical records system
- Professionalism and strong interpersonal skills and ability to work well with other team members.

Education, Experience, and Licensing Requirements:

- High School diploma
- Minimum 1-2 year customer service experience; previous receptionist/administrative assistant experience is an asset
- University/college degree is an asset
- Previous experience with Google Chrome OS, Google Docs, JaneApp software desirable
- Familiarity with the health-care system in particular Physio and massage therapy an advantage

If this sounds like the job for you, please send both a resume and cover letter to Jamie at opportunities@innov8physio.ca

Please note that only shortlisted candidates will be contacted to proceed with the interview stage.

Note: This job description is intended to provide a general overview of the position. It is not an exhaustive list of all responsibilities, duties, qualifications, or requirements associated with the job.