



If you love communicating & interacting with people to build relationships and want to work in a supportive, clinic environment that values its employees and their skill-development, let's meet. The Erie Shores Rehabilitation team has an immediate need for a part-time Patient Experience Coordinator/ Office Administrator.

We offer you:

- Permanent, part-time work (26 hours/week to start)
 - Flexibility to cover vacation or sick days with an 8 am start and/or 6 pm finish is required
- \$18-20/hour
- A positive clinic culture where we support you and value your input
- Development courses that help build your skill-set
- Paid onboarding and training
- Company sponsored team meals and outings
- Career options:
 - Focus on being amazing at patient experience and administrative duties
 - Grow into a full-time management role as an assistant then sole patient experience manager
 - Fill a second role as marketing lead and/or chief culture lead

Are you:

- Persistent in your drive to be a patient champion and provide customer service excellence
- Productive in a fast-paced environment where adaptability, resilience and multitasking are a must
- An effective communicator with polished in-person, written, phone and email etiquette
 - Able to explain the value of our services and set us apart from others
- Organized and resourceful, as a self-directed independent worker and as part of a team
- A detective when it comes to attending to details and problem solving
- Able to calmly manage and address client issues and concerns
- Confident with Microsoft Office and Google productivity software, social media platforms, Canva & Hootsuite or similar, and clinic management software

Preferred skills:

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- Experience in a healthcare clinic
- Understanding of WSIB

- Healthcare billing through Telus and HCAI
- Juvonno EMR software or similar

Contact me if you have the same CORE VALUES:

- *You strive to provide outstanding client-centred customer service to clients and administrative support to the clinical team*
- *You want to contribute to a vibrant atmosphere as part of a team of administrative and health care professionals*

Send your resume to reweston49@gmail.com