

## FHT/FHO Lead Medical Secretary/Receptionist – Etobicoke Location

### Position Overview:

The Lead Medical Secretary/Receptionist acts as the initial point of contact for staff, patients and the general public, as well as supervising, supporting and motivating the Etobicoke team. As a joint position between Summerville FHT and Summerville FHO (Etobicoke site) the candidate will support all health care providers within the team as well as liaise directly with the FHT manager and administrative leads at Summerville's other locations.

### Administrative Duties & Responsibilities:

- Welcome patients, answer and triage phone calls as well as schedule patient visits as required;
- Respond to requests from the public, external collaborators and other contacts in an efficient and pleasant manner;
- Transcribe, compose, edit, upload, file and/or process medical correspondence and reports;
- Utilize clinical management information systems including booking, third Party billing, OHIP, Insurance Companies, CRA, Service Canada
- Perform other administrative duties including maintaining equipment and office supplies, photocopying, filing, faxing, printing, distributing mail; arranging for courier services;
- Liaise with other staff within SFHT to exchange information and procedures;
- Organize, coordinate and provide support to FHT Programs and education initiatives;
- Other duties as assigned.

### Lead Administrative Duties and Responsibilities:

- Organize the administrative and back-end functions of the medical practice on a daily basis;
- Assist in hiring, training and providing continuous support;
- Assist with patient communications with the support of the Lead physician and as described in the Summerville patient complaint process;
- Ensure adequate staffing levels to meet operational requirements and assist team as needed;
- Track payroll time sheets, MRP assignment, sick leaves etc.

### Qualifications:

- Medical Administration certificate plus experience in a primary health care environment;
- Excellent customer service skills, Problem-solving skills, ability to use sound judgment;
- Advanced skills in clinical management software, MS Office and other relevant software applications;
- Understanding and ability to use medical terminology;
- Compassionate sensitivity to patient needs and confidentiality/privacy;
- Interpersonal skills, diplomacy and discretion, excellent telephone manner;
- Excellent oral and written communication skills;
- Ability to manage multiple deadlines, prioritize and work well under tight timelines or changes in priorities;
- Organization and administration skills, accurate and detail-oriented.

**To apply for this vacancy please submit a resume with covering letter by email to [summervillecareers@summervillefht.com](mailto:summervillecareers@summervillefht.com)**

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*The Summerville Family Health Team is a respectful, caring and inclusive workplace, committed to Employment Equity. We welcome diversity in the workplace, and encourage applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities. We will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.*