

Position: Administrative Assistant/Receptionist

Job Type: Full-Time

Reporting to: Executive Director

Closing Date: March 7, 2025

The Burlington Family Health Team (BFHT) provides team-based primary care and programing. We seek to hire an enthusiastic and skilled **Administrative Assistant** to join our team. The ideal candidate is intuitive, adaptable and self-directed, with a strong commitment to customer service.

Position Summary:

Supporting a team of Allied Health Professionals, the Administration Assistant is typically the first point of contact for our clients. As such, they represent the Burlington Family Health Team in a professional and knowledgeable manner. They are patient focused with a strong understanding and motivation for customer service. Diplomacy, tact, and problem solving are key attributes for this position.

Key Responsibilities:

- Receive referrals electronically and schedule patient appointments in accordance with program guidelines
- Schedule and coordinate group programs as directed
- Correspond with patients through secure email or by phone
- Maintain and monitor waitlist
- Prepare and submit statistical data related to the programs
- Create and maintain patient records, including current demographics by obtaining, recording and updating as required
- Provide administrative support to the team
- Safeguard patient records and assure confidentiality of patient information in compliance with privacy legislation/regulations (PHIPA)

Qualifications:

- Minimum one-year experience in a receptionist or administrative role, preferably in a health/health care environment
- Strong customer service skills
- Excellent communication skills, oral and written
- Proficient working with EMR systems and Microsoft Office
- Strong time management and organizational skills and the ability to prioritize tasks in a fast pace work setting
- Excellent problem-solving skills
- Work well as a member of an interdisciplinary health care team
- Knowledge of, and adherence to Personal Health Information Privacy Act
- High degree of resourcefulness, flexibility and adaptability

Education:

- Post secondary diploma in Office Administration or equivalent education and experience

Experience:

- 1-2 years of experience in an administrative role, preferably in a medical/health/healthcare setting

To Apply:

Qualified applicants are asked to forward their cover letter and resume by March 7, 2025 to:

Human Resources at humanresources@burlingtonfht.com

For more information on the Burlington Family Health Team, please visit our website at

www.burlingtonfht.com

We thank all applicants for their interest, only those selected for an interview will be contacted. No phone calls please.

The BFHT is an equal opportunity employer and supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, persons with disabilities, members of visible minorities and aboriginal persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code. The BFHT is committed to an inclusive and accessible process for recruitment, selection, and assessment. Accommodations are available upon request at any point in the selection process by notifying the recruitment staff.