Service Assistant

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Forbes Ranks U of G Among Canada's Top Employers [1]

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Service Assistant

Student Wellness Service

Temporary full-time (29 hours/week) from September 1, 2016 to April 30, 2017
Temporary absence of the regular incumbent

Hiring #: 2016-0326

Please read the Application Instructions [2] before applying

The incumbent will be responsible for a variety of duties which include: scheduling appointments with Health Practitioners; answering telephones and directing calls; making rudimentary assessments of presenting situations and directing clients to the appropriate service area or appointment; communicating information to patients and visitors; receiving patients and visitors to the Centre; registering clients/patients in the Clinic Information System; and performing as an effective member of Health & Performance Centre and the entire Student Wellness Service. The incumbent will be cross trained to work in all of the program areas of the new Student Wellness department which includes; Health and Performance Centre, Health Services, Counselling Services, Accessibility Services and Wellness Education and promotion centre.

Requirements of the position include: One year Community College - Health Office Administration Certificate, and one year prior experience in a medical office or clinic setting or an equivalent combination of education and experience in a health profession setting; knowledge of Medical Electronic billing and scheduling systems; medical procedures/sports related injuries; Ministry of Health, WSIB, MVA and private billing and codes; Insurance plans; excellent interpersonal and communication skills and judgment; the ability to set priorities and to organize work effectively and accurately. Excellent skills with computer software are required. Prior experience in a medical office or clinic setting is essential. Additional requirements include: ability to deal with unique staff and client personalities; maintain strict confidentiality; exercise professionalism, discretion, diplomacy and tact.

Position Number 178-006
Classification USW, Local 4120 Salary Band 3*
Normal Hiring Range $20.20 - $22.55 per hour

*Tentative evaluation

Posting Date: 2016 08 03
Closing Date: 2016 08 10