Service Assistant

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

Service Assistant

Student Wellness Services, Student Affairs

Hiring #: 2018-0262

Please read the Application Instructions [1] 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 department. The incumbent will be cross trained to work in all of the program areas within Student Wellness which includes the Health and Performance Centre, Health Services, Counselling Services, Accessibility Services and the Wellness Education and promotion centre.

Requirements of the position include: One year Community College - Health Office Administration Certificate and one year experience in a health profession setting or equivalent combination of relevant education and experience. Knowledge of Medical Electronic billing and scheduling systems; medical procedures/sports related injuries; Ministry of Health, WSIB, MVA and private billing and codes; Insurance plan billing; excellent interpersonal and communication skills and judgment; the ability to set priorities and to organize work effectively and accurately is required. 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.

This position requires a flexible work schedule with shifts between the hours of 7:30 am and 8:30 pm

Position Number 178-001
Classification USW, Local 4120 Salary Band 3*
Salary Range $20.81 Minimum (Level 1)
$23.23 Normal Hiring Limit (Level 3)
$28.09 Job Rate (Level 7)

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 05 28
Closing Date: 2018 06 04
Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/service-assistant

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply