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

Full-Time Position: 8-Month Continuing Appointment
From approximately September 1st to April 30th each year
Monday to Friday, 35 hours/week

Hiring #: 2019-0490

Please read the Application Instructions [1] before applying

Reporting to the Manager of Business Operations, this position supports the integrated front desk of Student Wellness Services. The incumbent is the first point of contact for students, staff, faculty, parents, off-campus healthcare providers, colleagues at other educational institutions, and the general public regarding the services offered by the department. As the central hub of daily operations, the Service Assistants:

- Respond to inquiries and assist students who are seeking services,
- Receive clients who wish to be seen in our Urgent Drop-in Service,
- Schedule appointments using 2 different electronic health record programs receive paperwork and answer questions,
- Facilitate access to groups and other services that require a referral,,,,
- Manage a large volume of information that supports the functioning of more than 60 professionals spanning multiple disciplines,
- Diligently follow guidelines set by Personal Health Information Protection Act (PHIPA) and Freedom of Information and Protection of Privacy Act (FIPPA)

When students present themselves to the front desk, they may be confused, distressed or mistrusting of mental health and disability-related services. Many of our clients are facing difficult health and wellness issues with upsetting life circumstances, requiring the Service Assistants to listen compassionately, discern which services are needed, and accurately convey complex information. Student circumstances might include thoughts of suicide, panic attacks, experiencing stigma, situational distress, and individuals who may be angry about having to wait for assistance.

The ability to multi-task and prioritize, deal with numerous interruptions, accurately track detailed information, and work in a fast-paced environment is imperative to the effective operation of this area. In addition, the procedures used by the front desk change from week to week (or sometimes day to day) as the pressures experienced by students change over the course of the University’s 12-week semester.

Finally, the Service Assistants ensure that routine clerical support is maintained at a high standard, including opening and closing the office area, answering phones and email, filing, distribution of mail, photocopying, faxing, word processing, data input, billing and receiving payments, scanning and maintaining electronic files, etc.

Requirements of the position include: One year Community College (Health Office Administration Certificate), or equivalent along with at least one year experience in a health profession setting, or a combination of relevant education and experience; Knowledge of electronic medical billing and scheduling systems; excellent interpersonal and communication skills, experience working with people dealing with a range of health-related issues, including
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mental health; ability to set priorities and organize time effectively. Excellent skills with computer software (such as Microsoft Office Suite, CIS and Accommodate); are required. Additional requirements include: being a team player and demonstration of a positive attitude; expertise in accessible customer service; and understanding of complexities surrounding privacy and confidentiality.

Position Number          534-015
Classification                USW, Local 4120 Salary Band 3
Salary Range               $21.12 Minimum (Level 1)
                           $23.58 Normal Hiring Limit (Level 3)
                           $28.51 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: 2019 08 28
Closing Date: 2019 09 05

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