Service Assistant

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Service Assistant

Student Wellness Services

Temporary part-time from December 20, 2021 to December 31, 2023
(Less than 24 hours a week)
Hiring #: 2021-0650

Please read the Application Instructions [1] before applying

Reporting to the Manager of Business Operations, this position supports the integrated front desks of Student Wellness Services (Health & Performance Centre and main reception) with the initial assignment for this position bring in the Health and Performance Centre. 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 clients who are seeking services,
- Schedule appointments using electronic medical record programs,
- Receive and process paperwork and answer questions,
- Facilitate access to 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)

Many of our clients are facing difficult health and wellness issues, requiring the Service Assistants to listen compassionately, discern which services are needed, and accurately convey complex information to medical practitioners.

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 frequently as the pressures experienced by clients 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 (1) year Community College (Health Office Administration Certificate), or equivalent along with one (1) year experience in a health profession setting. A combination of relevant education and experience may be considered. 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 mental health; ability to set priorities and organize time effectively. Excellent skills with computer software (such as CIS) 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.

Flexibility in scheduling and evening hours are required during the hours of operation:
Monday – Thursday 7:30 AM – 8:30 PM
Friday 7:30 AM – 6:30 PM

Hourly rate $21.76 - $24.30 per hour

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: 2021 11 29
Closing Date: 2021 12 13 (extended)

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