



Carefirst Family Health Team is a non-profit, primary healthcare clinic located in Richmond Hill and Scarborough. We offer medical services and healthcare programs to a diverse community in the Greater Toronto Area.

We are currently seeking an **Office Manager** to join our Family Health Team.

Responsibilities:

- Oversee the overall office administrative functions to ensure organizational effectiveness and efficiency
- Oversee patient registration, check-in and check-out processes to assure patient demographic information is collected in an accurate manner, and patients are greeted with courtesy and treated expeditiously
- Oversee the set up and implementation of patient medical record system to ensure filling is completed on a daily basis and patient charts are appropriately maintained
- Supervise, mentor, train and coach front desk medical receptionists, students and volunteers for both Richmond Hill and Scarborough offices
- Assist the Administrative Lead with projects, quality improvement initiatives, team coordination and facility management
- Responsible for developing and implementing office policies by setting up procedures and standards to guide the operation of the offices
- Provide human resources support in the areas of recruitment, new staff orientation, performance management, payroll and benefit administration, training and development, health and safety, etc.
- Support financial management and oversee the billing system and petty cash
- Provide administrative support to a team of physicians

Requirements:

- University degree in Human Resources Management or Business Administration
- 5 years of related experience in fast paced clinic or health care setting preferred
- High degree of judgment and ability to maintain confidentiality
- Knowledge of current best practices on office procedures, Employment Standards Act, and Occupational Health & Safety Act
- Efficient, courteous and professional with excellent communication and interpersonal skill
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution and people management skills
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Proficient computer skills in Microsoft Office, EMR (Telus Practice Solutions), and OHIP billing system
- Proficiency in English, Cantonese and Mandarin
- Current police vulnerable sector check completed within one year

Carefirst is an equal opportunity employer. We are also committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance to arrange a reasonable and appropriate accommodation.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

Please send your cover letter and résumé to:

The HR Department, Carefirst Seniors & Community Services Association
300 Silver Star Blvd | Scarborough | ON | M1V 0G2

Email: hr@carefirstontario.ca Fax: (416) 502-2382 Website: www.carefirstontario.ca