Part-time Receptionist (Student/Casual Employment)
DALHOUSIE PHYSIOTHERAPY CLINIC

The School of Physiotherapy, within the Faculty of Health, has established the Dalhousie Physiotherapy Clinic to deliver exceptional physiotherapy services to Dalhousie’s students, athletes, faculty/staff and community utilizing a best-practice treatment approach, creating innovative experiential learning opportunities for our students, and incorporating research-centred clinical practice.

The Clinic requires part-time staff to cover reception on off hours (usually Monday to Friday from 2:00PM to 8:00PM, and other hours as needed). A total of approximately 35 hours are available each week, to be distributed across a number of part-time staff.

Reporting to the Clinic Manager, the Part-time Receptionist will provide strong customer service and administrative support for the efficient and smooth running of the Dalhousie Physiotherapy Clinic. The Part-time Receptionist is always expected to maintain patient confidentiality.

Duties include:
• Ensure a welcoming and professional reception for clients and coworkers alike.
• Answer the telephone and emails, greet, and assist clients.
• Take neat, clear and complete messages.
• Prepare, organize and maintain patient charts used for daily appointments.
• Responsible for appointment scheduling (on-line, in person or by telephone) and ensuring reminders are sent (automated system), in alignment with clinician availability.
• Ensure clients complete forms and enter client data as required.
• Process client charges, collect payments, issue receipts (debit/credit transactions and insurance provider billings only, no cash)
• Ensure client clinical and billing records are current and accurate.
• Direct clients to treatment rooms when appropriate.
• Advise clinicians of late arrivals, cancellations, client requests, etc.
• Respond to general inquiries and assist clients with problems (i.e. scheduling, billing), escalating to clinicians or the Clinic Manager as appropriate.
• Utilize clinic Electronic Medical Record (EMR) system to perform many of the above duties and provide software support to coworkers.
• Assist with cleaning and sanitation
• Assist with physiotherapists as needed during Therapy Assistant breaks
• Other duties as required.

Successful candidate(s) will have strong computer skills, including proficiency in MS-Office; customer service experience; the ability to learn quickly and work in a fast-paced clinic setting; and preferably experience in a similar role (physiotherapy clinic and/or university administrative environment).

Hourly Rate: $14.00
Positions Available: 2 to 4

To Apply: Please submit a cover letter (including your availability for the 2020/2021 year), resume and provide contacts for two references (you will be notified if your references are to be contacted) to samantha.macdonald@dal.ca.
Application Deadline: September 25th, 2020 (midnight)