

## Office Administrator

**Our award-winning multidisciplinary clinic is looking for an Office Administrator to join our growing team.**

Are you tech-savvy, a master at multitasking, and passionate about customer service? If so, we want you to join our team. As our Office Administrator, you will be the face and voice of our award-winning clinic, and act as the glue that holds our dynamic healthcare team together.

### Responsibilities

- Provide outstanding patient care through welcoming, enthusiastic, and professional service
- Oversee the day-to-day management of the clinic including the coordination of clinic operations and establishment of work schedules
- Responsible for patient appointment scheduling, insurance verification, creating new patient files, and maintaining patient records
- Scan and file patient documents, while ensuring all information is complete and accurate
- Greet patients and respond to telephone calls, emails, walk-ins, and website contact form inquiries
- Responsible for financial operations including payment processing and controlling credit extended to patients
- Monitor supply stocks and place orders when necessary
- Measure patients for compression socks and place orders to the supplier
- Maintain cleanliness of the reception area and undertake other housekeeping duties as required

### Skills and Experience

- 1-2 years of administrative experience is preferred
- Completion of secondary school – a university or college degree is an asset
- Customer service oriented with excellent oral and written communication skills
- Ability to prioritize and execute multiple tasks in a fast-paced environment
- Strong computer skills with experience using email, Microsoft Office, and Windows operating systems
- Must enjoy working in a collaborative team environment

### Hours

Full time - 32 hours, Must be able to work evenings until 8pm and weekends.

### **About Royal Treatment Therapeutics**

Located in South Burnaby, Royal Treatment Therapeutics is a multidisciplinary wellness centre passionate about outstanding patient care. We offer a variety of services including massage therapy, physiotherapy, chiropractic, acupuncture, Traditional Chinese Medicine, and more. All our practitioners are registered in their respective fields and dedicated to providing exceptional care in a warm and welcoming environment. Whether a patient is seeking pain relief, stress reduction, or relaxation, we make it our mission to provide the “royal treatment” at our award-winning clinic.

### **Why Work with Us**

- Comprehensive and competitive compensation package
- Vacation and statutory holiday pay
- Excellent benefits package including health, vision, dental, and life insurance
- Staff discounts on services and products
- Flexible work schedules