



Ridgeview
Medical Centre

1240 Railway Avenue, Suite 212
Canmore, Alberta T1W 1P4
Tel: (403) 609-8333
Fax: (403) 609-3666

Assistant Manager

Location: Ridgeview Medical Centre, Canmore AB

Employee Class: 0.8 FTE or 1.0 FTE (Under Review); day shifts. Some flexibility to cover evening or weekend shifts required.

Rate of Pay: Commensurate with experience. Ridgeview Medical Centre offers fair and competitive rates of pay, as well as a shared-cost, comprehensive benefits program for full-time employees.

Job Summary:

Ridgeview Medical Centre is seeking an experienced Assistant Manager. This position supports the Clinic Manager in providing leadership, support and guidance to the front desk team, and in supervising the day to day operations of the Clinic. An administrative professional with at least 2 years working in a similar role, the successful applicant will mentor and lead the front desk team in providing quality customer service to patients, promote an inclusive and welcoming team environment; and assist health care providers as needed. Attention to detail and the ability to focus in busy surrounds are paramount to success in this position.

Duties include:

- Establishes and maintains a positive working relationship with physicians and other staff;
- Provides leadership and acts as a role-model in the day-to-day supervision of front office staff;
- Assists the Clinic Manager with interviewing, hiring and training of new staff;
- Coordinates scheduling and vacation requests in consultation with the Clinic Manager;
- Monitors timekeeping and submission of timesheets for payroll entry;
- Monitors and orders standard non-clinical and office supplies;
- Evaluates and monitors patient registration and chart maintenance processes to ensure compliance with established procedures and privacy laws;
- Facilitates patient flow to ensure wait times and congestion are kept to a minimum;
- Ensures compliance with and maintenance of OH&S procedures;
- Provides back-up coverage and support to Front Office Staff with daily duties as required;
- Assists the Clinic Manager in ensuring timely repairs and proper functioning of office and medical equipment;
- Provides support to Clinic Manager and Physicians as required.

Required Qualifications:

- High school diploma or equivalent, with a related post-secondary certificate or diploma (Medical Office Assistant, Health Information Office Assistant, or similar);
- Minimum of two (2) years supervisory experience, preferably in a medical office environment;
- Experience working within an EMR (Telus Wolf preferred);
- Demonstrated proficiency in the use of computers, including MS Office;
- Demonstrated ability to work effectively both autonomously and as part of a team;
- Demonstrated organizational, time management, leadership and communication skills;
- Demonstrated ability to deliver exceptional customer service.

The successful candidate will be required to provide a current clear Criminal Record Check, including vulnerable sector search.

Please submit your resume and cover letter via email to:

Debra Kapitzke, Clinic Manager
dkapitzke@ridgeviewclinic.ca