

Medical Office Assistant/Receptionist (Part Time)

Family Midwifery Care

Guelph, ON

Pay: \$20.00 to \$22.00 per hour

About Family Midwifery Care

Family Midwifery Care is a busy and growing midwifery practice providing compassionate prenatal, birth, and postpartum care to families throughout Guelph and the surrounding communities.

We are looking for a friendly, organized, and dependable Medical Office Assistant/Receptionist to join our administrative team. As the first point of contact for our clients, you will play an important role in creating a welcoming and supportive experience while helping ensure the smooth day to day operation of our clinic.

Please note: This is an **on-site position** based at our Guelph clinic. Due to the nature of the role, all shifts are worked in the clinic and remote work is not available.

Schedule

- Regular schedule: Monday, Thursday, and Friday.
- Day shifts from 8:00 am to 4:30 pm (8:30 am to 5:00 pm may also be available).
- Additional Monday through Friday hours during planned vacation coverage for other administrative team members.
- Flexibility to work additional days for planned vacation coverage is required.

Responsibilities

- Welcome clients and visitors in a warm, friendly, and professional manner.
- Answer and direct incoming telephone calls.
- Schedule, confirm, and reschedule appointments.
- Respond to client and health care provider inquiries.
- Receive, process, and file medical documents within the electronic medical record.
- Prepare client information packages.
- Assemble medical supply kits.
- Order office and medical supplies.
- Create and support clinic communications, including social media content using Canva and other digital tools.
- Provide general administrative and clinic support as needed.

What You'll Bring

- Excellent customer service and interpersonal skills.
- Strong organizational skills and attention to detail.
- The ability to multitask and work efficiently in a fast paced environment.
- Professional communication skills and a commitment to confidentiality.
- Strong computer skills and the ability to work both independently and collaboratively.
- A creative mindset with an interest in supporting clinic communications and developing engaging content.
- A willingness to learn and contribute to a positive team environment.

Qualifications

Required

- Previous experience in a customer service or administrative role.
- Proficiency with Microsoft Office and general computer applications.

Preferred

- Experience working in a medical office or other health care setting.
- Experience using an Electronic Medical Record (EMR) system. Experience with Accuro is considered an asset.
- Experience creating social media content using Canva or similar design platforms.
- Familiarity with basic medical terminology.

Why Join Family Midwifery Care?

- Friendly and supportive team environment.
- Meaningful work supporting families throughout pregnancy, birth, and the postpartum period.
- Regular part time schedule with additional hours available for planned vacation coverage.
- Extended health and dental benefits.
- Paid vacation and paid sick time.

If you enjoy helping people, thrive in a fast paced environment, and take pride in keeping a busy clinic running smoothly while supporting a positive client experience, we'd love to hear from you.

To Apply

Please submit your resume and a brief cover letter outlining your interest in the position. If available, applicants are welcome to include examples of previous design, social media, or creative work.

Admin@familymidwiferycare.ca and info@familymidwiferycare.ca

We thank all applicants for their interest. Only those selected for an interview will be contacted.