



10 Bimbrok Rd. Scarborough, ON

Office Administrative Assistant

Reports to: Practice Directors
Admin Hours: Up to 28 hrs/week
Work Schedule: Monday – Thursday
Start date: As soon as possible

Who Are We?

At Diversity Midwives we're known as one of the most multicultural Midwifery clinics in all of Toronto, specializing in client care during the prenatal, intrapartum (labour & birth) and post-partum period. Our mission is to keep inclusiveness as our number one priority, ensuring expecting parents are active decision makers while in Diversity's care.

We Are Seeking...

Diversity Midwives is seeking a part-time **Office Administrative Assistant** with demonstrated prioritization skills, high energy and enthusiasm, an outstanding level of client service, exceptional organizational skills and thrive in fast-paced environments. If this sounds like you, then continue reading below!

KEY RESPONSIBILITIES

CLIENT RELATIONS

- Welcome and greet clients throughout their visit in a supportive and professional manner
- Retrieve and respond to messages and manage multi-line telephone system Complete initial intake calls promptly
- Follow-up with clients regarding referral or missed appointments
- Ensure a clean, safe and comfortable environment by maintaining the reception area, examination rooms, waiting room etc.

OFFICE & DATA ADMINISTRATION

- Opening and closing keyholder duties
- Manage calendar by scheduling, coordinating appointment bookings and tests
- Perform clerical duties, such as filing and sorting, distributing mail and faxes
- Ensure that client charts, records and data are prepared accurately and filed timely
- Order office and medical supplies and maintain inventory
- Update client information in database
- Other duties and projects as required or assigned

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Diversity Midwives

QUALIFICATIONS

- Minimum 3 years administrative experience in an office setting is an asset
- College diploma (Medical Office Administration program or business college equivalent) an asset
- Experience with Electronic Medical Record (EMR) systems is an asset
- Ability to communicate and work effectively with a diverse team
- Proven time management and multitasking skills
- Strong communication skills (both written and verbal)
- Self-starter; ability to prioritize tasks with minimal supervision
- Superior telephone manners and strong interpersonal skills
- Ability to maintain composure and poise in a fast-paced environment
- Strong computer skills: MS Office; Google Calendar, Adobe Acrobat
- Professional, responsive, and positive work attitude is essential
- Familiarity with medical terminology is an asset
- Knowledge of general office procedures
- High level of sound and independent judgment, reasoning, and discretion
- Proven ability to respond to changing business priorities
- Previous experience in handling confidential or sensitive information
- Able to maintain filing systems and basic databases

WORK CONDITIONS

- The Office Administrative Assistant organizes his/her work to respond to the demands of phone lines and clients coming to the front desk, staff needs and required paperwork.
- The days are routine, but disruptions are frequent, requiring flexibility and the ability to adjust priorities
- Communicating with Clients, Peers and Midwives regularly
- Able to occasionally lift items as heavy as 15 lbs
- Fast paced work environment
- Manual dexterity required to use desktop computer and peripherals
- Intermittent physical activity including walking, standing, sitting, lifting and supporting patients

HOW TO APPLY

If this position sounds like the right opportunity for you, send your resume and cover letter in MS WORD or PDF to info@diversitymidwives.com referencing **#DMAA-23** in the subject line. One of the Staffing Consultants will review your application.

We thank all applicants for their interest; however only those selected for an interview will be contacted. **No phone calls please.**

Diversity Midwives is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our Recruitment Team Member of the accommodation measures, if required, which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.