

## **Administrative Support Staff Position**

Join our support staff team! Midwives of Mississauga is looking for a reliable and hardworking individual whose positive and friendly attitude can be seen in all interactions with clients and colleagues. We are a team of experienced and welcoming staff, supporting a well-established practice of 16 midwives.

Our midwifery practice opened in 1994. We provide midwifery care to a diverse clientele which reflects the multi-cultural population of Mississauga. We value diplomacy and good communication and have many satisfied first time and repeat clients in our care.

### **Responsibilities**

- To provide general reception duties such as front-line greeting of clients and visitors, answering inquiries, and providing information to potential and current clients
- Having the important client-facing role as primary contact between clients and the clinic
- Managing the midwives' appointment scheduling, booking, and confirming appointments
- Calls, emails, client intakes
- Assisting with the smooth functioning of the office, and office maintenance
- Ability to prioritize while multi-tasking in a very fast-paced and highly demanding environment with the ability to meet deadlines
- Demonstrates professionalism and discretion regarding sensitive and confidential client information

### **Qualifications**

- Excellent communication skills, both written and oral as well as a strong command of the English language
- Ability to work both independently and as a member of our team
- Knowledge of computer programs and applications including electronic medical records (Oscar is preferred), Microsoft Office and Internet
- An understanding of midwifery and pregnancy is ideal

The ideal candidate will be available beginning Monday August 19, 2024. The position includes 40 hours per week, on-site in our clinic with a salary of \$18 per hour and benefits after 3 months. We value the variety of ways in which people identify themselves and strive to be reflective of our clients, as well as, our multicultural community. We strongly welcome and encourage candidates who identify as IBPOC to apply.

Send your resume AND a cover letter via email to: Carol Pemberton, Office Manager, Midwives of Mississauga [hiring@midwivesofmississauga.ca](mailto: hiring@midwivesofmississauga.ca)

Only those selected for an interview will be contacted.