

Position: Customer Service Representative (1 year contract)

Location: Pickering

Work Schedule: Monday-Friday (day shift, hours to be determined)

Anticipated Start Date: May 2013

Compensation: To be determined

Scope of Work:

- ✓ Answer phone calls and redirect/address inquiries as appropriate
- ✓ Check patients in and out of the clinic
- ✓ Greet all visitors to the clinic and address inquiries
- ✓ Schedule and confirm patient appointments
- ✓ Monitor office supplies
- ✓ Provide office support services, including filing, scanning documents, photocopying, data entry, filing
- ✓ Maintain the cleanliness of the clinic
- ✓ Provide support to medical and administrative staff as required
- ✓ Other duties as required

Skills & Qualifications:

- ✓ Post-secondary diploma or certificate, preferably in a related field
- ✓ A minimum of two (2) years related experience
- ✓ Strong computer skills (MS Office Suite)
- ✓ Exceptional customer service skills and superior telephone skills
- ✓ A friendly, empathetic and professional disposition are required
- ✓ Excellent verbal and written communication skills
- ✓ Ability to multi-task and attention to detail are required
- ✓ Knowledge of medical terminology is an asset, but is not required