

**PAN AM REHABILITATION SERVICES**  
**JOB POSTING: January 05, 2018**

**POSITION INFORMATION:**

Classification: **RECEPTIONIST**

Position: Part-time permanent (non-union)

Probation Period: 6 months

**DESCRIPTION:**

Pan Am Rehabilitation Services is currently seeking a part-time Receptionist. As the first point of contact, he/she will welcome patients and visitors by greeting them in person and on the telephone. He/she will be responsible for the efficient and productive operation of numerous front reception desk duties by complying with procedures and regulations. The successful applicant of this part-time position will also receive training as a Physiotherapy Aide to enable back-up coverage of Physiotherapy Aide duties as required.

**MAIN RESPONSIBILITIES:**

- Telephone calls, both inbound and outbound.
- Schedule and bill physiotherapy appointments in the AccuroEMR System.
- Direct billing to insurance providers (private, WCB, MPI).
- Collect and processing payments.
- Filing patient personal health information to the AccuroEMR System.
- Physiotherapy Aide duties as required.
- Miscellaneous duties as assigned.

**QUALIFICATIONS:**

- Demonstrated strong verbal and written communication skills.
- Excellent interpersonal skills both over the telephone and in person.
- Exceptional ability to interact with the public, other clinical staff and healthcare professionals is essential.
- Effective organizational and multi-tasking skills.
- Ability to maintain a high level of confidentiality.
- Minimum 2 years customer service experience required.
- Previous clinical reception/administration experience considered an asset.
- Knowledge of AccuroEMR System considered an asset.

*Please note, we thank all applicants for applying but only qualified candidates will be contacted.*

**PLEASE SUBMIT COVER LETTER AND RESUME TO:**

Angie Coffell

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