This document is meant to support Hiring Managers in identifying and outlining key differences in job duties, responsibilities and requirements as the jobs progress in the job family to easily identify and select the appropriate JD for their area.
Grade 4
Prepare and book exam rooms ensure all materials are stocked, stored, and organized accordingly.
Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
Organize conferences and events by ensuring that appropriate venues are booked, catering is provided, and notices and invitations are forwarded to participants.
Assemble, collate, and disseminate mailings.

Grade 5
Process and reconcile clinical and third-party service billings.
Interact with patients and their family members who may be experiencing emotional or difficult situations.
Conduct database, literature and web searches to locate and retrieve documents and articles.
Prepare, coordinate, and monitor physician on-call schedules, procedure schedules, clinics, and medical staff rounds.
Ensure adherence to quality standards and procedures for short-term staff and volunteers.

Grade 6
Resolve scheduling and calendar issues, complaints, and conflicts.
Search databases for patient diagnostic reports for physician and patient chart information.
Plan and coordinate interview schedules involving individuals internal and external to the department.
Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
Ensure adherence to quality standards and procedures for short-term staff and volunteers.

Core Job Duties
• Schedule patient medical appointments and procedures.
• Coordinate calendars, arrange meetings, book rooms and make travel arrangements.
• Use a dictaphone to transcribe a variety of documents and reports including minutes, patient files, medical reports, and manuscripts.
• Write a variety of formal notes and records such as correspondence and reports.
• Monitor budgets and reconcile accounts. Complete financial forms including travel expense reports, electronic cheque requisitions, purchase orders and journal entries.
• Process and reconcile clinical and third-party service billings.
• Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
• Interact with patients and their family members who may be experiencing emotional or difficult situations.
• Ensure patients understand all instructions given to them for tests and medical procedures.
• Gather and compile information required for a variety of grant submissions and reports.
• Facilitate the collection of signatures required on grant applications and agreements.
• Conduct database, literature and web searches to locate and retrieve documents and articles.
• Prepare and book exam rooms ensure all materials are stocked, stored, and organized accordingly.
• Set up and maintain filing systems, both electronic and hard copy.
• Update and maintain information in a variety of databases.
• Update and maintain confidential files and records. Handle sensitive material in accordance with established policies and procedures.
• File, retrieve, and purge files.
• Monitor and order office supplies.
• Attend a variety of meetings.
• Assemble, collate, and disseminate mailings.
• Open and distribute incoming mail and faxes and arrange courier shipments.
• Remain current with relevant medical terminology.

Education and Experience
• 2 year Community College diploma in Medical Office Administration.
• 2 years relevant experience.

Supervision
• No formal supervision of others is required.

Core Job Duties*
• Prepare, coordinate, and monitor physician on-call schedules, procedure schedules, clinics, and medical staff rounds.
• Write a variety of documents such as correspondence and reports.

Supervision
• Ensure adherence to quality standards and procedures for short-term staff and volunteers.

Core Job Duties identified are in addition to the core job duties of the preceding roles/levels.