



*Empowering the community to achieve their best performance through life.*

### **Part Time Patient Experience Coordinator**

If you have a bright personality and love working with people, come join our team in Steveston, BC. Steveston, founded in the 1880s, is a suburb of Richmond and has been voted Metro Vancouver's best neighbourhood! It has grown from a small fishing village to a highly coveted place to live and work, attracting both the film and tourism industries due to its charm. The Fraser River walk just steps from our clinic is the perfect place to run, walk or cycle. Steveston is a wonderful and growing community for all ages and activity levels.

Empower Physiotherapy is proud to be the first one-to-one clinic in Richmond and has had continuous growth since opening in 2013 then moving to a newer, bigger and brighter space in November 2019. We are a team of passionate and knowledgeable professionals who empower the community to keep moving through quality one-to-one treatment.

#### **DUTIES & RESPONSIBILITIES:**

##### **Customer Service:**

- Welcoming and greeting patients, in person or over the telephone in a professional and courteous manner
- Booking and maintaining patient appointments
- Receiving payment from patients and issuing receipts
- Ensure all visitors follow COVID19 protocol, per company policies
- Phone calls to doctors, patients and insurance companies

##### **Office Administration:**

- Collaboration and communication with our health providers and other administrative staff
- Data entry and correction, faxing, scanning, copying, uploading files
- Respond to daily emails
- Receive and sort daily mail
- Direct billing to insurance companies
- Outstanding payment collection with reminder notifications to patients and insurance companies
- Maintaining inventory
- Assist with clinic social media posts
- Assist in organization of meetings and company events
- General organizing and re-stocking supplies



- General office cleaning and disinfecting

#### **QUALIFICATIONS & REQUIREMENTS:**

- Excellent customer service skills (friendly and professional) with a positive attitude and respect for confidentiality
- Excellent time management and organizational skills
- Fast learner who pays attention to detail and has the ability to multi-task
- Strong verbal and written English communication skills, including spelling and grammar
- Proficient with iMac, MS Word, Excel & Outlook (experience with Janeapp an asset)
- Ability to work effectively both independently and as part of a team
- Self-motivated with the ability to prioritize and work independently without supervision
- Knowledge/experience in physiotherapy and/or health care an asset

#### **HOURS:**

- Flexible hours and opportunity to increase hours and grow within the company. The clinic is open Monday to Saturday.

Contact us if you share our company's core values:

1. **Integrity:** We are honest and do the right thing.
2. **Excellence:** We are committed to life-long learning to bring excellence in education, care and service.
3. **Positivity:** We strive to make a positive impact on the community in and out of the clinic.
4. **Client Centric:** We seek out individual stories so that treatments are meaningful.

Interested applicants please apply with subject "Patient Experience Coordinator Application" to [hr@empowerphysio.ca](mailto:hr@empowerphysio.ca). Please apply with a cover letter stating how your interest, experience and education makes you a suitable candidate for this role. Please DO NOT drop off or contact the clinic itself with any applications. We sincerely appreciate all who take the time to apply for this position and regret due to limited resources, only those selected for an interview will be contacted.