



# KTUNAXA NATION

*We invite you to apply for the position of...*

## **MEDICAL OFFICE ASSISTANT SOCIAL SECTOR**

### **PERMANENT POSITION - FULL TIME**

*The Ktunaxa Nation is characterized by the spirit of courage, initiative, innovation, perseverance, and leadership that it has brought to the work of preserving and protecting both the past and the future of its people. This has been accomplished through the exceptional commitment and vision of its human resources. It is therefore expected that employees who represent the Ktunaxa Nation will be committed to honouring the spirit of the Nation's work by putting their best into all that they do and by conducting themselves at all times ethically, professionally, and respectfully.*

#### **POSITION SUMMARY:**

The Medical Office Assistant position is responsible for providing direct administrative and operational support to the Health Professionals of the Ktunaxa Nation Health Clinic. This position operates as an operational centralized knowledgeable resource for record management and document handling, reception, technology and systems support, event, and administrative coordination. The position coordinates meetings and events; drafts of a variety of documents related to initiatives and activities; ensure policies, standards, and guidelines are followed; administers files and records, ensuring that they are accurate and produced in a timely manner. The position sets up and oversees administrative policies and procedures as applicable; responsible to administer routine financial processes; preparing purchase orders, invoices, and accounts payable. Ordering of medical supplies, PPE, and vaccines or additional supplies as needed.

#### **DUTIES AND RESPONSIBILITIES:**

##### Telephone/Reception

- Answer the telephone tactfully and efficiently, ascertain the needs of callers, and direct calls to appropriate personnel.
- Greet clients and direct them to the appropriate staff, service, or office.

##### Office Administration:

- Provide general office support including typing, filing, data entry, maintaining office equipment, tracking staff schedules.
- Preparing correspondence, medical reports, letters, memos, medical billings, and requisitions.
- Scheduling client appointments and maintaining schedules.
- Assisting with the completion of a variety of medical forms.

##### Support to KNC Health Team:

- Arranging for referral services as requested by the Community Health Nurses, Social Workers and Dietician.
- Maintain a clean, sterilized, and organized workspaces at all times.

##### Information Technology

- Provide systems support and troubleshooting on computer systems as required.
- Entering information into Medical Information systems – patient records, correspondence, and requisitions using medical terminology.

##### Agency Vehicles

- Oversee the monitoring of the Health agency vehicles for maintenance, usage, scheduling.

##### General

- Order and monitor office and medical supplies, PPE equipment and vaccines.
- Preparing purchase orders, invoices, and accounts payable as required.
- Other duties as assigned.
- Transcribe meeting minutes when required.

## QUALIFICATIONS

### Academic Preparation

- Post Secondary Diploma in Office Administration
- Completion of the Medical Office Assistant course

### Experience

- 3-5 years minimum of experience in a medical office or medical environment
- Knowledge of medical terminology and equipment
- Exceptional abilities in interacting with others: tact, diplomacy, efficiency, courteousness, respectful, sensitive service; professionalism, warmth, and genuineness.
- Record management and filing skills; both electronic and manual
- Excellent written and oral communication skills, proficiency
- Excellent software skills including Microsoft Office Suite, as well as Internet research abilities
- Ability to manage multiple tasks simultaneously with accuracy and consistency
- Respect for and knowledge of Ktunaxa and aboriginal rights, culture, history, and goals
- Experience with First Nation's organizations/communities
- Advanced Business English
- Keyboarding skills – a minimum of 60 to 70 wpm
- Commitment to life-long learning
- Strong organizational and prioritization skills
- Valid driver's license and a reliable vehicle
- High level of emotional resiliency and sensitivity

### Expertise

- Strong administrative and organizational background.
- Strong interpersonal skills for dealing with clients and staff.
- Medical terminology
- Ability to collaborate with, or gain the cooperation of individuals
- Results-oriented - can meet all timelines and get results using available resources
- PC programs including MS Word, Excel, PowerPoint, etc.
- Administrative and organizational protocols
- Prioritize and manage several competing initiatives and timelines
- Follow up, track and monitor various tasks, decision points, and projects to promote smooth operations,

### Working Conditions

- The position is exposed to very sensitive medical issues and clients.
- Frequent phone calls frequently involve individuals in distress, this can result in a challenging presentation.

*Ktunaxa candidates are encouraged to apply; support to apply for this position can be accessed through the Education and Employment Sector Service Center. Ktunaxa Applicants are encouraged to apply for this position regardless of experience or qualifications as on the job training may be considered. Preference will be given to qualified candidates of Ktunaxa ancestry*

*Come with your willingness to learn!*

Please submit your cover letter and resume  
telling us what attracts you to the position and how your experiences relate.

**Human Resources  
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**CLOSING DATE: OPEN UNTIL FILLED**

*We thank those who apply; however, only those selected for an interview will be contacted.*