



<https://intscanada.com/job/booking-coordinator/>

INTS-Booking Coordinator

Description

Job description

The Plastic Surgery Clinic is looking for a Booking Coordinator who is responsible for office duties, scheduling, and communicating directly with patients through phone, email, text, and in-person reception. As a booking coordinator, you take customer service and patient confidentiality very seriously, are poised and professional, proactive, flexible, and adaptable.

The Plastic Surgery Clinic is the largest private plastic surgery facility in Canada with over 30 years of experience in the field. Our state-of-the-art surgical center is accredited by the Canadian Association for Ambulatory Surgical Facilities and the Ontario College of Physicians and Surgeons Out of Hospital Premises Program. The clinic holds an Independent Health Facility License from the Ontario Ministry of Health. Our surgical team performs cosmetic and reconstructive plastic surgery procedures on an outpatient basis.

To give you a sense of what you'll be working on, here's a peek at some of our key priorities:

- Provide detailed and compassionate education to patients through phone, email, and text to provide information on treatments and procedures offered at the clinic.
- Ensure that office duties and functions are carried out in a confidential, efficient, accurate and timely manner.
- Welcome patients and check them in for appointments
- Answer all phone calls and voice mail expeditiously
- Answer all email inquiries
- Book appointments and review schedules for doctors and skincare appointments.
- Manage, direct, and file incoming reports, results, and referrals
- Manage the waiting room and represent the clinic in a highly professional and courteous manner
- Other duties as required.

And here's what we're expecting of you:

- Advanced interpersonal skills and customer service orientation, with a professional, polished and friendly demeanor when addressing patients and colleagues.
- Strong technical skills including experience with Microsoft Office and general computer applications (scheduling software, office equipment, etc.).
- Excellent verbal and written communication skills.
- High attention to detail to ensure accuracy of work.
- Flexible and adaptable in a dynamic, fast-paced environment.
- Analytical and responsive; a creative problem-solver.
- Excellent judgment in dealing with confidential data.

Hiring organization

INTS Consulting

Date posted

2023-06-19

Job Types: Full-time, Permanent

Salary: \$45,000.00 per year

Benefits:

- Company events
- Dental care
- Discounted or free food
- Extended health care
- On-site parking
- Paid time off
- Vision care

Schedule:

- 8 hour shift

COVID-19 considerations:

We are governed by the ministry of health and must follow hospital level precautions against COVID-19.

Ability to commute/relocate:

- Mississauga, ON: reliably commute or plan to relocate before starting work (preferred)

Education:

- Bachelor’s Degree (preferred)

Experience:

- Administrative experience: 1 year (preferred)

Work Location: In person