

Medical Secretary - Clarence-Rockland Family Health Team

Have you ever considered working in a spacious and welcoming primary care clinic just 25 minutes from Ottawa?

The **Clarence-Rockland Family Health Team** is seeking three full-time bilingual Medical Secretaries (French & English), working 37.5 hours per week, to join our dynamic and supportive interdisciplinary team. Two positions are permanent, while the third is a one-year contract with the possibility of becoming permanent.

Our modern clinic, filled with natural light, was purpose-built to meet the needs of a rural family practice. It features 30 examination rooms and 2 procedure rooms. We place a strong emphasis on efficiency, collaboration, and teamwork to provide comprehensive, accessible, and coordinated primary health care to the Clarence-Rockland community.

WHY JOIN OUR TEAM?

- Modern, bright, and welcoming clinic
- Stable, respectful, and collaborative team environment
- Workplace culture that values teamwork and mutual support
- Training and ongoing support provided
- Opportunities to develop new skills in a dynamic primary care setting

KEY RESPONSIBILITIES

- Greet and assist patients at the reception
- Maintain accurate patient demographic information and electronic medical record (EMR)
- Manage billing for patients, insurers, and the Ministry of Health
- Schedule, confirm, and cancel appointments (online and by telephone)
- Send and receive emails and faxes
- Relay messages to staff, physicians, and patients
- Answer calls from patients and other healthcare professionals and ensure appropriate follow-up
- Process incoming and outgoing mail and faxes
- Scan documents into the EMR
- Take patient vitals (height, weight and blood pressure measurements)
- Clean examination rooms between appointments or when required due to contamination
- Perform and interpret urine tests
- Coordinate specialist referrals and communicate relevant information to patients
- Update physician schedules in the event of absences
- Participate in meetings aimed at improving the quality of patient care

SKILLS AND EXPERIENCE REQUIRED

Previous medical office experience is considered an asset but is not required. We are willing to train the right candidate who demonstrates strong customer service, communication, and organizational skills.

- Excellent verbal and written communication skills in both French and English
- Strong interpersonal and customer service skills
- Ability to solve problems efficiently and effectively
- Strong organizational skills, sound judgment, discretion, and ability to work independently
- Proficiency with Microsoft Office applications
- Availability to work a variable schedule during clinic operating hours (Monday to Friday from 8:00 a.m. to 8:00 p.m. and rotating Saturdays from 8:00 a.m. to 3:00 p.m.)
- Proof of up-to-date vaccinations (MMR, tetanus, hepatitis B, COVID-19)

ASSETS

- Experience with Practice Solutions EMR
- Previous healthcare administrative experience
- Knowledge of medical terminology

JOB TYPE

- Permanent, full-time (37.5 hrs/week)

COMPENSATION & BENEFITS

- \$22.39 – \$24.96/hour (with premiums as you gain experience and capacity)
- Competitive benefits package
- RRSP & TFSA contributions

HOW TO APPLY

Do you enjoy working with people, thrive in a team environment, and want to contribute to providing high-quality care to your community? We would love to hear from you.

Please submit your application **no later than September 19th, 2026**, to

 hr2@crfht.ca or by

 Fax: 613-446-5737

*** Only candidates selected for an interview will be contacted. ***

EMPLOYMENT EQUITY AND ACCOMMODATION

The **Clarence-Rockland Family Health Team** is committed to employment equity and to providing an inclusive and accessible work environment free of barriers.

We welcome applications from persons with disabilities and are committed to providing **reasonable accommodation** throughout the recruitment, selection, and employment process, in accordance with applicable provincial legislation.

Applicants who require accommodation to participate in the application or interview process are encouraged to contact us at  hr2@crfht.ca

We will work with applicants to meet their needs in a confidential manner.