



**The Snore Shop Atlantic Inc.** is a privately-owned obstructive sleep apnea treatment group, that delivers a patient-centric health care experience through our clinic operations across the Maritimes. We have patients, not customers; clinics, not stores; and an unwavering commitment to improve the lives of everyone who allows us the privilege of participating in their health care. Built on a model of continuing care, we believe that if we do right by a patient we will create a lifetime relationship. If you aspire to change the lives of those we serve, then we may have a wonderful opportunity for you.

We are currently seeking **Patient Care Coordinator Support** to work at our Charlottetown, PEI location. This is a four-month term position from May to September 2024.

Working closely with clinicians and colleagues, this role will be accountable for the front-desk duties that tie into the day-to-day operations of the clinic. Daily responsibilities will include greeting patients who visit the clinic, checking patients in for their appointments, and answering phone/email inquiries.

#### **Key Accountabilities:**

- General office administrative duties include managing appointments for patients and clinicians, processing doctor referrals, etc.
- Perform data entry tasks.
- Answer patient calls, emails, and questions.
- Confidentially manage patient accounts.
- Schedule patient visits and answer pre-visit questions.
- Work as a team player to ensure each patient receives the best service possible.
- Schedule patient appointments and procedures according to established protocol.
- Perform other related duties as assigned.

#### **Qualifications**

- Post-secondary program or currently enrolled in administration/accounting.
- Previous customer service experience.
- Strong communication skills and a professional attitude
- Works well under pressure and in fast paced environments to meet deadlines.
- Quick learner, can self-direct, pays close attention to detail and enjoys meeting and assisting others.
- Microsoft Office skills and Salesforce experience are assets.

*Dedicated to representing the communities in which we live and work, we embrace diversity throughout our organization and encourage members of equity groups to self identify during the application process. We thank all candidates for their interest; however, only those selected for an interview will be contacted.*