



106 – 1101 Dewdney Avenue, Trail, BC, V1R 4T1
(250) 368-5656

Position: Medical Office Assistant (MOA)

Reports to: Medical Office Lead

Location: Trail, British Columbia

Type: Permanent, Full Time (37.5 hours per week)

Salary: \$24.72-\$28.84 hour

About Us

The Lower Columbia Community Health Centre Network Society (LCCHCNS) is a not-for-profit organization committed to providing accessible team-based primary care

As a Medical Office Assistant, you will be working at the Lower Columbia Community Health Centre (LCCHC), a multidisciplinary team environment delivering comprehensive care addressing the physical, mental, and social determinants of health, with a focus on marginalized populations.

Job Summary

As a Medical Office Assistant, you are an integral part of the LCCHC team.

As a first point of contact with the public, you are organized, fair and friendly. You are responsible for ensuring the office runs smoothly, patients feel welcome and supported, and you can prioritize decisively; Tact and strong people skills are important, as is the ability to work well under pressure. You work as part of a multi-disciplinary team and are a good team player.

You are proficient with medical office software and understand medical terminology.



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Key Responsibilities

Front Desk and Clinical Prep

- Greet patients, verify information and input patient data into EMR.
- Manage and monitor phones and clinic email inbox.
- Maintain patient files via e-faxes and digitizing external medical documentation.
- Direct MOA tasks and inquiries to the appropriate staff.
- Prioritize urgent tasks daily.
- Handle all scheduling and confirming patient appointments (including recall).
- Handle cancellations, rescheduling and reminders to optimize office efficiency.
- Manage confidential medical files and records.
- Tracking the status of outgoing specialist referrals
- Coordinate patient appointments with providers and support staff to ensure proper workflow.
- Coordinate new patient attachment and registration
- Updating schedule in EMR for short term changes.
- Assign providers to rooms and update them on the board.
- Monitor the flow of patients and ensure timely transitions between check-in and medical consultation.
- Provide patients with necessary instructions on forms before seeing a provider.



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- Interview patients to gather information for forms and case histories.

Administrative and Operations

- Prepare exam rooms between patients.
- Draft agendas and minutes for meetings.
- Prepare financial statements and bills.
- Set up and maintain systems for document tracking, filing, and monthly reporting as well as other office procedures.
- Order supplies and manage inventory.
- Support billing to ensure patient forms (insurance, medical history, etc.) are filled out accurately and completely.
- Collect payments for billings such as missed appointments, injection fees, and forms.
- Put up signage for meetings and other closures.
- Prepare spreadsheets and documents for review.
- Process insurance forms completed by provider and patient.
- Complete insurance forms and other claim forms.
- Restock office supplies, i.e.: paper in printers.
- Attend to daily housekeeping tasks (e.g. unload dishwasher etc.).
- Maintain a clean, welcoming, and organized reception area and waiting area.

Qualifications



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- Previous experience in healthcare administration, primary care, or community health.
- Strong interpersonal and communication skills—you build relationships effortlessly.
- Tech-savvy—comfortable with EMR systems (particularly Profile), and Microsoft Office.
- Excellent patient service skills combined with professional phone etiquette
- Ability to work in a fast-paced team environment.
- A problem-solver with the ability to think on your feet and adapt in a dynamic clinic setting.
- High level of organization and professionalism.
- Ability to work efficiently under pressure while maintaining attention to detail in a busy healthcare setting.
- Passion for equity, diversity, and culturally safe care.