

Job Description`



Job title: Medical Administrative Assistant

Work Location: Port of Spain

Division/Department: Clinic

Reports to: Clinic Coordinator

☐ Full-time
☐ Part-time
☐ Contract

☐ Sessional
☐ Regular
☐ Unionized

Job Summary:

The Medical Administrative Assistant is responsible for receiving, welcoming and registering patients/clients at FPATT's clinic ensuring Customer Service is at optimal levels at all times and patients/clients are treated with dignity from the moment they begin engagement with the organization (in person/telephone/email).

- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Key Role & Responsibilities:

Objectives of this role

- Provide administrative support to medical staff, ensuring smooth patient care delivery
- Present as the friendly and resourceful face of a medical facility's office
- Ensure efficient patient management processes and scheduling
- Maintain a clean, organized and compliant medical office
- Cultivate and maintain positive relationships with new and existing patients
- Act as a liaison between medical providers, patients, and visitors

Responsibilities

- Welcome visitors and patients at the front desk of a medical facility ensuring a confidential experience
- Schedule appointments and coordinate services for patients
- Accurately record and maintain patient medical records
- Manage the upkeep and maintenance of a medical office
- Facilitate communication between patients, visitors, and medical staff
- Maintain inventory of medical and office supplies
- Prepare and submit administrative reports as required to the Clinic Coordinator
- Perform other duties as assigned to support FPATT Mission, Vision and Values.

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Minimum of 3 years' experience as an administrative assistant
- Knowledge of inventory management processes
- Familiarity with patient management software systems
- Certificate in Medical Administrative Assistant or equivalent is required
- Associate degree or Diploma in Business Administration is preferred

- At least 2 years' experience as a medical assistant
- Fluency in Spanish will be considered an asset
- Demonstrated commitment to patient centered care
- Experience collaborating with medical personnel

Physical Requirements:

- Ability to safely and successfully perform the essential job functions including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with organizational standards
- Must be able to move up and down steps and lift at least 50lbs
- Must be able to talk, listen and speak clearly and professionally

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