Medical Office Assistant, North Dumfries
(40 hours/week, Permanent)

Who We are:

Langs is a grass-roots neighborhood-based organization that has become so much more! Langs was established as a community development project in 1978 by a group of citizens and service providers concerned about the lack of accessible services in the community. Langs has grown to become a dynamic, respected multi-service organization that uses a community development approach to provide comprehensive health, social and recreational services that are responsive to the changing needs of our community.

What We Are Looking For:

We are currently recruiting for a Medical Office Assistant to join our North Dumfries Team for a permanent, full-time position. This role is responsible for providing exceptional service to patients, community partners, and staff by performing clerical, administrative, and reception duties. This includes managing appointment schedules, maintaining chart systems, and handling invoicing tasks. As an integral member of a multidisciplinary team, the MOA helps ensure coordinated, client-centered care and effective communication across all providers.

A successful candidate in this role would have

- Secondary school diploma
- Medical Secretary Certificate or equivalent relevant work experience,
- Two to five years office experience in a health setting,
- Proficiency in typing and in the use of computers and various software applications, particularly PS Suites and Ocean.

In this role you will be expected to complete the following tasks

- Coordinate and schedule client appointments and assist with arranging specialist and diagnostic testing as required.
- Welcome, register, and verify clients (identity, demographics, consent preferences, primary provider).
- Support accessible service delivery (interpretation requests, mobility needs, trauma-informed, culturally safe interactions.
- Prepare, maintain, update, retrieve, track and file charts electronically.
- Prepare referral and consultation letters as directed.
- Maintain an up-to-date resource and referral directory.
- Have a strong understanding of privacy laws and regulations.
- Prepare and process invoices as required.
- Manage incoming communication from pharmacies and ensure timely and accurate relay of information to the appropriate provider.
- Assist in maintaining providers' schedules.
- Implement document management and distribution systems and maintain inventory of necessary forms and supplies.
- Copy and arrange medical records transfers in accordance with privacy policies.
- Perform reception and photocopying functions.
- Prepare other promotional materials and displays.
- Participate in internal and external professional development opportunities.
- Provide support to the Admin team lead and Clinical Manager
- Assist with volunteer management including students.
- Complete other duties as required.

What We Can Offer You:

Langs is an organization where people belong. Langs is committed to promoting Inclusion, Diversity, Equity, and Access for all our staff, patients, participants, and volunteers. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Langs strives for an inclusive environment centred on employee wellbeing and supportive leadership.
Don't meet every requirement? Studies have shown that women and people of colour hesitate to apply to jobs unless they meet every single qualification. At Langs, we are dedicated to building a diverse, inclusive and authentic workplace, if you're excited about this role but your past experience doesn't align perfectly with every qualification please apply and share in your cover letter why you believe you are the right candidate.

The successful candidate would be eligible for the following benefits:

- Starting Salary of $21.83 to $22.77 per hour
- 3 Weeks paid vacation, with an increase to 4 weeks after 1 year of employment
- 15 Sick/Personal Days per year
- 10 Professional Development days per year
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)
- Comprehensive Extended Health and Dental Care Plan including a $1000 Healthcare Spending Account and $500 Lifestyle Spending Account.

Candidates are required to submit a detailed cover letter along with their resume by November 6, 2026

Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.

This job posting is for an existing or expected vacancy within our organization.

Langs, 1145 Concession Road, Cambridge, Ontario, N3H 4L5
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