

Medical Office Assistant, Diabetes Education Program (40 hours/week, Permanent)

Who We are:

Langs is a grass-roots neighbourhood-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 **Diabetes Education Program** Team for a full-time position. This role is responsible for providing exceptional service to patients and staff in the course of completing clerical, administrative support and reception duties, including appointment scheduling, chart creation and management, and referral processing .

A successful candidate in this role would have

- Certificate in Medical Office Administration from a Community College or a secondary school diploma and equivalent relevant work experience
- Two to five years office experience in a health setting preferred
- Work experience as a front-line staff in a busy health care related setting
- Proficient in Microsoft Office Suite, familiarity with Zoom/Teams would be an asset.
- Experience using an Electronic Medical Record, PS Suites and Ocean experience would be an asset.
- Have working knowledge of a multi-line telephone console
- Strong knowledge of medical terminology
- Exceptional Organization and communication skills, verbal and written.
- Pleasant, collaborative demeanor with a service oriented approach.
- Efficient, able to multi-task, strong work ethic.
- Must be able to work evenings.

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

- Schedule client, specialist and diagnostic testing appointments.
- Prepare, maintain, update, retrieve, track and file charts manually and electronically.
- Support staff with finding appropriate documentation for appointments (clinical connect).
- Maintain electronic referral tracking (Excel and Ocean).
- Prepare referral and consultation letters as directed.
- Maintain an up-to-date resource and referral directory.
- Maintain a system for the waiting list
- Maintain a system to prepare and track third party billing and clinical recovery.
- To contact local pharmacies to renew prescriptions.
- To compile patient statistics and other information.
- To copy and arrange medical records transfers in accordance with privacy policies.
- Prepare and set-up for virtual, in-person educational sessions.
- Perform reception and photocopying functions in the absence of the receptionist.
- Prepares other promotional materials, displays and conducts community presentations as required.
- Has a good understanding of privacy and confidentiality in a health care setting

The above responsibilities are representative but not all inclusive.

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 detailed cover letter along with their resume by October 15, 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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