Medical Office Assistant

Location: Pemberton - Foundry
Nature of position: Regular, Part-Time
Hours of Work: 28hrs/wk ; 9am–5pm; days vary

Compensation: $27.53/hr
Position posted on: August 22, 2026
Start Date: September 14, 2026

ABOUT SSCS:
Founded in 1978, Sea to Sky Community Services (SSCS) is one of BC's most respected and established community service organizations. We operate within a large geographic area - from Pemberton to Britannia Beach - supporting individuals and families living in the Sea to Sky Corridor. We offer 41 programs and services, including early childhood development, childcare, affordable housing, outreach, counselling, family support, seniors and youth services, community living services and respite. We provide a range of services that support our communities and residents through all ages and stages of their lives. Last year, SSCS served 5500 individuals and families in our region.

Contribution:
The Medical Office Assistant (MOA) is responsible for providing specialized medical office support to the nurse practitioners, doctors, and other healthcare providers at Foundry Sea to Sky. The Medical Office Assistant also provides a variety of administrative, reception, and clerical duties: preparing correspondence, reports, and other documents, maintaining a variety of medical, operational, and financial records, files, and related systems.

Qualifications:

1. Completion of Grade 12
2. MOA certification from a recognized institution
3. Three (3) years recent related experience, including experience working in a medical practice. Related experience may include administrative or clerical work.
4. Or an equivalent combination of education, training, and experience.

Job skills and abilities:

1. Knowledge of the principles and practices of medical office management
2. Knowledge of medical terminology
3. Demonstrated level of cultural sensitivity, and understanding of the client population's cultural and socio-economic characteristics.
4. Demonstrated ability to interact with vulnerable populations, including youth, in an empathetic and professional manner.
5. Demonstrated ability to work constructively and co-operatively in an office setting both independently and as a team member.

6. Ability to communicate effectively in writing; strong language and grammatical skills. This includes the ability to compose routine correspondence and other material, using clear, concise English.
7. Knowledge of MSP billing processes and medical office software.
8. Excellent listening, communication, and interpersonal skills. Ability to use strong judgment, tact, and discretion.
9. Ability to effectively organize, prioritize, and execute work to meet deadlines
10. Ability to deal effectively, both in person or over the phone, with individuals who are sometimes agitated, angry, and/or threatening.
11. Ability to work outside regular office hours including evenings and weekends.
12. Advanced skills using a variety of computerized software packages such as Microsoft Office Suite
13. Ability to keyboard at 50 WPM

Responsibilities:

1. Monitors patient charts to ensure that critical tasks have been brought to the attention of the appropriate medical specialist or completed by the patient, for example, ensuring the patient fills out a specific questionnaire prior to the next appointment.
2. Gathers materials needed for specialist appointments such as psychiatry and ensures that all documents are in order.
3. Keeps referrals and their status up to date.
4. Notifies patients about specialist appointments or imaging appointments; notifies patients who need to return to the clinic.
5. Ensures all specimens are labelled and the requisitions are properly filled out.
6. Stocks exam rooms and notifies the manager when supplies need to be ordered
7. Operates the autoclave
8. Prepares billing and or sessional invoices for approval by the manager.
9. Scans and uploads documents into relevant software, for example, Sharevision.
10. Provides reception coverage at the front desk as required.
11. Performs other related duties as required.
12. Deals with confidential information and prepares correspondence such as letters and reports
13. Assists in ensuring that approved office policies, practices, and procedures are understood and followed.
14. Leadership/Supervision – Provides indirect supervision of volunteers and practicum students by providing work direction and monitoring.

Requirements:

1. Criminal Record Review.
2. Signed confidentiality form.
3. Approved reference check.

Benefits and Perks:

Healthcare: We offer an extended health program for employees who work 20 hrs/wk or more. The program through Group Health covers MSP premiums, dental, vision, prescription medication, select alternative therapies, life insurance, and long-term disability. We also have an Employee and Family Assistance program. The premiums of the plan are 100% paid by the employer.

Vacation & Leave: Employees accumulate 6% vacation pay on all hours worked in the first and second year of employment. After the first two years of employment, they earn one additional day of vacation per year of service, to a maximum of 35 workdays.

Retirement Pension: When eligible, an employee will be enrolled in the Municipal Pension Plan with a matching contribution by SSCS.

Other Perks: Casual dress, employee events, on-site parking, paid sick days, and more.

Compensation: As per the BCGEU Collective Agreement, the wage is $27.53 per hour.

Apply today: jobs@sscs.ca