



CLINIC ASSISTANT

PART-TIME (APPROX 25 HOURS)

373 VANTAGE DRIVE, UNIT 1, ORLÉANS, ON, K4A 3W2

613-841-3033 | INFO@ECHOAUDIOLOGY.COM | WWW.ECHOAUDIOLOGY.COM

Echo Audiology is a bilingual clinic, locally owned and operated by an experienced Audiologist. The clinic was built around the Patient experience, using a medical & friendly approach to the practice. It is the 2nd clinic in Canada to be designated as a Person-Centered Clinic by the Ida Institute, and the recipient of the 2022 Ottawa Awards for Best Hearing Specialist, as well as the 2022 Gem of Innes Awards for Best Personal Services Business. **The clinic provides a variety of services such as Pediatric & Adult Hearing Assessments, Tinnitus Consultations, Cerumen Removal Consultations, Earmoulds/Hearing Protection and Hearing Aids & Related Ongoing Clinical Services.** We also work alongside a team of Physiotherapists, a Chinese Medicine Acupuncturist, and a Myofascial Therapist under the NewU Physio clinic.

We are seeking a candidate who is interested in a career position in an environment that focuses on work-life balance, with an amazing team and Patient population.

Required/Preferred Qualifications

- ✓ Fluent in English and French (spoken, read, and written)
 - ✓ Experience in customer service (medical field or otherwise)
 - ✓ Strong computer skills (managing multiple software or platforms at once) and working with office equipment
 - ✓ Strong communication skills (via phone, email and in person)
 - ✓ Strong organizational skills, attention to detail and ability to multitask
 - ✓ Professional, adaptable, accountable, and reliable
 - ✓ Interest in learning and developing new skills
 - ✓ Ability to work well independently and interest in working within a team / gets along with colleagues
 - ✓ Enjoys engaging with patient population from infants to geriatrics, including their families
- *Communicative Disorders Assistants (CDA) welcome to apply (more clinical-based tasks may be available for CDA candidate)**

Summary of Main Tasks

- ✓ Working alongside the Audiologist(s) and other Clinic Assistant(s)
- ✓ Assisting the Audiologist(s) with VRA (Visual Reinforcement Audiometry) & Play Audiometry
- ✓ Supporting the Audiologist(s), preparing & cleaning Patient rooms and equipment for appointments
- ✓ Use of CRM system for scheduling, inputting data and keeping Patient records up to date
- ✓ Use of clinical software
- ✓ Cleaning and troubleshooting hearing aids
- ✓ Patient counselling on hearing aid orientation (ex: maintenance, connecting bluetooth devices, etc)
- ✓ Management of product flow of the clinic (ordering, receiving, verifying products, managing schedule based on this, etc)
- ✓ Producing documents and materials for Patients and for the clinic (ex: hearing aid instructions)
- ✓ Administrative tasks such as scanning, filing, copying, etc

Additional information:

- ✓ Work-life balance a priority
- ✓ Ideal weekday schedule (**M** 9-6 **T** 9-6 **W** 9-1 **Th** 9-1 (*Clinic schedule: M 9-6 T 9-6 W 9-5 Th 9-5 F 8-1:30*)
 - Different schedule may be considered for preferred candidates pending on their availability and on clinic needs
 - Availability to be able to cover other times when Full-Time Clinic Assistant is absent preferred
- ✓ 1-hour lunch (when in clinic for full days) & regular team meetings
- ✓ COVID-19 protocols followed, and PPE provided
- ✓ On-site free parking
- ✓ Life Insurance & Health Benefits available pending on eligibility
- ✓ Employment salary pending on candidate experience – Starting at \$17-20/hour

If you are interested in applying for this position, please **send your resume with an expression of interest** to info@echoaudiology.com. Only candidates selected for interviews will be contacted. We thank all applicants for their interest in working with us.