

Provincial Job Description

TITLE: (208) Appointment Clerk

PAY BAND:

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FOR FACILITY USE:

SUMMARY OF DUTIES:

Books and coordinates appointments, maintains client schedules and performs general office duties.

QUALIFICATIONS:

♦ Medical Office Administration diploma*

KNOWLEDGE, SKILLS & ABILITIES:

- **♦** Intermediate computer skills
- **♦** Communication skills
- ♦ Organizational skills
- **♦** Interpersonal skills
- **♦** Ability to work independently

EXPERIENCE:

♦ Previous: No previous experience.

KEY ACTIVITIES:

A. Scheduling Patients

- ♦ Enters, creates and maintains schedules.
- ♦ Schedules and coordinates client appointments.
- ♦ Books rooms.
- ♦ Cancels, reschedules and makes adjustments to previously scheduled appointments.
- **♦** Processes referral requests.
- **♦** Pre-registers patients.
- **♦** Maintains waiting lists.

B. Financial

- **♦** Processes billings for services provided.
- ♦ Maintains petty cash.
- **♦** Prepares receipts and reconciles accounts.
- **♦** Compiles statistical reports.

C. Clerical

- ♦ Performs word processing duties (e.g., letters, prepares reports).
- ♦ Orders supplies.
- ♦ Photocopies, files, scans, processes mail and shreds documents.
- ♦ Provides reception/telephone services.
- Records and distributes minutes of meetings.
- **♦** Arranges educational in-services.
- ♦ Performs data entry and maintains databases.
- ♦ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

	eneral details considered necessary to describe the principal be construed as a detailed description of all related work to the job.
Validating Signatures:	
Validating Signatures:	SEIU:
	SEIU: SAHO:

*Updated October 22, 2025