

**Medical Office Assistant
Clover Health & Wellness**

Position Type: Full-time

Hours: Monday to Thursday - 7:00 AM-5:30 PM

Start date: September 3rd, 2026

Our brand-new nurse practitioner-led clinic is seeking a highly competent, self-directed **Medical Office Assistant (MOA)**. The primary responsibility of this position is to provide comprehensive administrative support to the nurse practitioners and psychologists, who manage demanding patient loads. At this moment, there is one nurse practitioner to be assisted but this will evolve to 3-4 NPs and 2 psychologists over the coming months.

The successful candidate must be able to work in a very self-directed manner, demonstrate exceptional organizational skills, and maintain a high level of professionalism in a fast-paced environment.

Key Responsibilities

- Serve as the primary administrative support for the clinic providers
- Assist with booking, phone calls, and checking in
- Professionally manage all incoming calls, messages, and patient inquiries
- Ensure strict confidentiality per HIPA/health privacy standards
- Coordinate appointment scheduling, adjustments, and follow-up
- Request and file medical records
- Manage the clinic voicemail
- Retrieve and distribute clinic mail and medical supplies
- Monitor and maintain clinic inventory; order and pick up supplies as needed
- Maintain accurate patient records using documentation on Med Access EMR (required)
- Complete billing tasks to third party insurances (WCB billing experience is an asset)
- Deliver lab specimens to laboratories if required
- Assist with tidying the office (i.e., taking out garbage/recycling, mopping floors as required, etc.)
- Assist in developing or refining administrative procedures to improve workplace flow and task efficiency

Qualifications

- **Mandatory 3 years of experience in a primary care clinic or hospital setting**
- **Mandatory experience with Med Access EMR (Experience with Pomelo is an asset)**
- Transportation of Dangerous Goods (Infectious Substances or Healthcare Providers) certification an asset
- WHMIS certification an asset
- Current CPR certification an asset
- Criminal record check within the last 6 months required
- Valid driver's license and reliable transportation required
- Strong multitasking, organizational, and communication skills
- Ability to work independently and adapt quickly to a fast-paced setting
- Ability to work in a very self-directed learning environment
- Proficiency in Microsoft Word and Excel preferred
- Strong understanding of confidentiality and privacy regulations

Compensation

- Wage: \$19.00 to \$23.00/hour (negotiations may be made based on level of experience)
- Possible benefits package with paid sick days
- Supportive, team-oriented workplace with a focus on wellness and performance
- Opportunity to grow within a Nurse Practitioner-led clinic model

How to Apply

- Please submit your resume and a brief cover letter to np@cloverhealthandwellness.ca with the following subject line: **Medical Office Assistant Application – [Your Full Name]**. We thank all applicants, however only those selected for an interview will be contacted. Interviews will be conducted from August 31st to September 2nd. The chosen applicant will be notified promptly and begin working on September 3rd if possible.