



Internal/External Job Posting

#06042025R

Job Title: Medical Office and Administrative Assistant (MOAA)

Grid Level: Grid 10 JJEP BCGEU wage grid
Current \$25.95 - \$29.76 per hour

Hours: Regular full-time 35 hours per week

Anticipated start date: June 30th, 2025

Reporting to the Clinic and Administrative Coordinator or delegate, the MOAA provides administrative support to PCFSA clients, primary care providers, health care professionals, counselling and social services staff, and management by managing records, scheduling appointments, preparing documents, and maintaining filing systems. This role ensures smooth office operations and effective client care coordination within a community serving organization and is an integral member of a multidisciplinary and integrated administrative team. The MOAA performs a variety of clerical and medical office assistant duties including word processing, scheduling, data entry, and general correspondence. Answers general inquiries related to all PCFSA programs and services from clients, physicians, staff, and the public. Assists primary care providers and other professional staff with smooth operation and flow for client visits and overall care.

Posting date: June 4th, 2025

Closing date: June 11th, 2025

Please submit your application by email to hradford@pcfsa.org and jmckechne@pcfsa.org

This position is open to all applicants and requires BCGEU Union membership.

Detailed job description is attached.

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Pacific Centre Family Services Association



Job Title:	Medical Office and Administrative Assistant (MOAA)
Classification:	Administrative Assistant 3
Grid Level:	10 JJEP Wage Grid
Job Summary:	Provides administrative support by managing records, scheduling appointments, preparing documents, and maintaining filing systems. This role ensures smooth office operations and effective client care coordination within a community serving organization.
Key Duties and Responsibilities:	<ol style="list-style-type: none">1. Answer phone calls, respond to email inquiries, and assist clients with scheduling, check-ins, and navigating medical and counseling services.2. Manage the waiting room, address general inquiries, and assist with client intake and documentation.3. Coordinate patient appointments, including follow-ups, recalls, and diagnostic procedures.4. Escort clients to exam rooms, prepare rooms for appointments, and maintain up-to-date patient information.5. Take and record vital signs (e.g., blood pressure, temperature, pulse)6. Collect specimens for lab tests (e.g., urine, blood)7. Provide administrative support including typing, transcribing, drafting correspondence, and managing documents (scanning, data entry, patient files, and records).8. Sort and distribute incoming mail, faxes, and messages.9. Maintain office spaces, meeting rooms, and ensure equipment is stocked and functional; order supplies as needed10. Set up, take down and clean up for medical procedures ensuring medical instruments/furniture and rooms are sterilized, including operation and maintenance of the autoclave11. Collaborate with multidisciplinary teams to ensure efficient client care and participate in meetings and quality improvement initiatives.12. Support management and staff with scheduling, organizing meetings, and assisting with event coordination, including staff functions and fundraising efforts.13. Assist with updating the website, social media platforms, and posting/distributing printed information for clients and staff.14. Provide feedback to leadership to improve workflows and support quality improvement activities.15. Perform other related duties as required.

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Qualifications:

Education and Knowledge: Grade 12, plus completion of a program of up to one (1) year in business/office administration training or a related field.

Training and Experience: Three (3) years recent related experience. Or an equivalent combination of education, training and experience