



Clerk, Connect Care - 1 position	Posting #: 54175
Connect Care	Posting Date: January 14, 2025
Parkwood Institute Main - London, ON	Submission Deadline: January 20, 2025
Temporary Regular Part Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$23.74 - \$27.90 /hour

**\*\*REPOSTED\*\***

Temporary employment anticipated to extend until August 5, 2026, subject to the availability of work.

The Clerk, Connect Care provides customer service for Connect Care subscribers, their families, and health care professionals via telephone, email, and in person.

This role provides a range of administrative, coordination, and logistical support including collection of information, data entry, arranging payment, scheduling installation, responding to service requests, and submitting information to the Response Centre.

#### Essential Qualifications

- Secondary (High) School Diploma
- 2 years customer service experience
- Strong customer focus client relations with excellent communication and interpersonal skills
- Excellent organization, time management, and problem-solving skills with ability to prioritize tasks
- Knowledge and experience in tracking inventory
- Knowledge of public relations and marketing
- Knowledge and experience with Microsoft Office productivity suite, enterprise and subject matter software, and technology devices
- Knowledge of a Safety Culture in a Health Care Setting in compliance with Occupational Health and Safety Act (OHSA)

#### Preferred Qualifications

- Proficiency in French would be an asset
- Experience with payroll, supply ordering and inventory tracking
- Previous experience working in customer databases and managing customer information
- Previous experience working with elderly adults
- Strong critical thinking/troubleshooting skills
- 1-2 years post-secondary certificate in health-care, customer service, public relations, communication or similar

#### Teaching and Research

- St Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

#### Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B,

COVID-19 and influenza.

- Provide documentation of the Tuberculosis skin testing

*Your interest in this opportunity is appreciated.*

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.  
Only those under consideration will be contacted.*