



Customer Service Representative - 1 position	Posting #: 55559
Finance	Posting Date: September 11, 2025
Parkwood Institute Main - London, ON	Submission Deadline: September 17, 2025
Temporary Full Time	Jennifer Pasichnyk, Human Resources
Non-Union	Salary Range: \$29.11 - \$34.23 /hour

Temp Full Time until approximately January 31, 2027, subject to the availability of work.

Reporting to the Finance Treasury Manager, the successful incumbent will assume day-to-day responsibilities for processing system generated billings and other transactions as required, ensuring transactions and billing details are accurate and outstanding accounts are followed up on a timely basis. This role represents the organization through direct interaction with patients, insurance companies, 3rd party service providers and the Ontario Ministry of Health regarding billing and payment inquiries in person and over the phone. The position requires availability to work at business offices at St. Joseph's Hospital, Mount Hope, Parkwood Institute, Parkwood Institute Finch Family Mental Health Care, and Southwest Centre for Forensic Mental Health Care in St. Thomas.

#### Essential Qualifications

- Successful completion of a college Diploma in related field such as Business Administration, Accounting, or Office Administration
- Working knowledge of generally accepted accounting principles required
- A solid knowledge of software applications such as MS Office, including basic Word and Excel, and computer billing systems required
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Exceptional verbal and written communication skills; ability to interact effectively with all levels of staff
- Demonstrated initiative and ability to work independently and as an effective team member
- Demonstrated effective organizational and time management skills in a busy environment
- Demonstrated effective problem solving and analytical skills
- Demonstrated thoroughness and attention to detail

#### Preferred Qualifications

- Proficiency in French would be an asset
- Experience with accounts receivable applications an asset
- Previous financial, statistical and reporting experience

#### Teaching and Research

- St Josephs Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St Josephs 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.*