



Supervisor, Clerical Support - Medicine Services - 1 position	Posting #: 57125
Medicine Services	Posting Date: September 21, 2026
St. Joseph's Hospital - London, ON	Submission Deadline: September 27, 2026
Full Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$35.38 - \$41.65 /hour

This role provides expertise and support to the Clerical Team in order to facilitate the delivery of excellent care to patients, clients and families. The role manages the day-to-day activities of referral processing, registration, appointment scheduling, chart preparation and contacting patients regarding appointments.

This role will also respond to patient and referring physician inquiries. The role performs staff scheduling and coverage for the program teams ensuring consistent and equitable human resource practices. Orientation, training, guidance and development opportunities for staff are a key support function of this role. As well this role works with the teams to provide continuous improvement for the program ensuring workflow efficiency to maximize productivity and efficiency.

Essential Qualifications

- Community College Diploma in Medical Office Administration
- 2 years supervising clerical teams in a medical office setting
- Experience with Cerner registration
- Impeccable interpersonal, organizational and communication skills
- Ability to establish work priorities and ensure deadlines are achieved
- Expertise in customer service and client relations
- Personal accountability and shows initiative
- Job task planning and organizing
- Creative problem solving, critical thinking and project management skills
- Ability to resolve issues or to re-direct inquiries to the appropriate resource to ensure the resolution of the issue
- Excellent written and oral communication skills
- Excellent organizational, time management, problem solving and prioritization skills
- Ability to write standards of work and flow chart work processes
- Ability to diffuse confrontational situations and dealing with conflict in the workplace
- Ability to support and develop diverse teams
- Knowledge of health care and organizational/office practices, procedures and standards
- Demonstrated ability to work under pressure in a fast-paced environment.
- Demonstrated ability to offer and receive constructive feedback with fellow team members.
- Demonstrated self-awareness and an understanding of personal strengths and weaknesses in pursuit of continuous improvement
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the Occupational Health & Safety Act (OHSA)

Preferred Qualifications

- Proficiency in French would be an asset

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.*