



College of Physicians and Surgeons of British Columbia

300-669 Howe Street
Vancouver BC V6C 0B4
www.cpsbc.ca

Telephone: 604-733-7758
Toll Free: 1-800-461-3008 (in BC)
Fax: 604-733-3503

JOB DESCRIPTION

Administrative Assistant, Drug Programs

POSITION SUMMARY

Reporting to the manager, and in accordance with College policies and procedures, the administrative assistant is responsible for supporting the day-to-day activities of the drug programs department including ordering duplicate prescription pads, booking meetings, filing, and scanning correspondence. Additionally, the administrative assistant is required to triage and/or answer emails, voice mails and telephone calls to the main phone line and email inbox.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- process controlled prescription pad orders (duplicate and methadone)
- schedule meetings and perform related tasks
- draft agendas and minutes, and review, photocopy and distribute related files and documents as required
- general clerical duties (i.e. filing and scanning correspondence and program files)
- review and reconcile closed physical file and e-files for completeness
- ensure all paper and electronic files are maintained and up to date
- cull records following appropriate destruction guidelines
- respond to written and telephone inquiries from the public, physicians, various health organizations, and the government pertaining to drug programs activities
- process requests from drug programs and other departments on standard queries for practitioner prescription profiles and other related materials
- respond to enquiries regarding theft and forgery of controlled prescription pads
- accurately track various indicators, including email inbox and phone calls
- assist with the duties and responsibilities of program assistant(s) and/or senior advisor in his/her absence
- perform any other related duties and participate in special projects as required to support drug programs and the College

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- successful completion of grade 12 supplemented by a two-year office administration diploma or equivalent combination of education and experience
- a background in health care or familiarity with medical language is preferred
- excellent written and verbal communication skills
- excellent editing and proofreading skills
- working knowledge of Microsoft Office applications, including Word, Excel and Outlook
- demonstrated ability to work independently and make decisions to determine appropriate action in handling general inquiries
- ability to organize and set work priorities
- ability to take direction, be flexible with the demands of the department, and work both independently and as a team member
- ability to exercise good judgment in recognizing scope of authority and protecting confidential information a must
- analytical, detail orientated and the ability to prioritize tasks
- strong problem-solving and time-management skills
- previous experience interfacing with patients or the public is an asset

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly-talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about-us/careers>.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.