



## **INTAKE REGISTRATION CLERK**

Are you passionate about making a difference in the lives of children, youth and their families? If you're dynamic, enthusiastic and eager to learn, we'd love to have you on our team at ACT Learning Centre!

We are looking for a skilled Intake Registration Clerk who has a unique opportunity to make a meaningful impact while working in a supportive and dynamic environment. You'll be part of a dedicated team that values collaboration and a commitment to quality service.

### **Position Overview**

The Intake Registration Clerk plays a primary role in ensuring that all administrative functions are coordinated within the Intake department to achieve high productivity within the company.

The role involves being the first point of contact and managing a high volume of email inquiries requesting appointments and/or information about ACT Learning Centre.

The ideal candidate will possess superior organizational skills, meticulous attention to detail and the ability to navigate constantly changing priorities while exercising tact and diplomacy in handling confidential matters. Additionally, they should be able to work under tight deadlines and manage multiple requests effectively, all while demonstrating a strong commitment to supporting individuals with developmental disabilities.

### **Position Type**

- This is a part-time, permanent position totalling 18.75 hours per week.
- Work hours are between 7:30 AM and 5:00 PM, Monday to Friday; specific days may be flexible based on operational needs.
- Opportunity for the role to increase to full-time hours in the future.

### **Location**

- This is an in-person role based at 2713 Lancaster Rd, Ottawa
- Hybrid work arrangements may be available following the successful completion of the probation period, depending on operational needs.

### **Salary and Benefits**

- \$26.15 - \$29.64 hourly, based on experience and qualifications.
- Earn vacation pay at a rate of 4% of your total earnings, paid out with each paycheck
- Receive reimbursement for travel expenses as required.



### **Why Work at ACT Learning Centre?**

- Join a collaborative, professional team that values your input and provides ongoing support and development.
- Enjoy a supportive work environment that values work-life balance.
- Paid professional development opportunities to enhance your skills and knowledge.
- Free on-site parking available.

### **Key Responsibilities**

- Respond to all general phone and email inquiries in a professional and timely manner, serving as the first point of contact for clients, caregivers and external partners.
- Manage multiple shared email accounts, using appropriate templates and triaging messages.
- Coordinate cancellations and ensure all updates are accurately reflected in the cloud-based software program and communicated to the appropriate people.
- Maintain up-to-date knowledge of all ACT programs, including MCCSS-funded and group programs, to assist families with eligibility, registration and referrals.
- Responsible for all MCCSS program registrations and ongoing administrative duties.
- Responsible for waitlist management for all of ACT's services.
- Responsible for scheduling new clients from the waitlist into service based on therapists' availabilities.
- Correspond with caregivers regarding missed appointments, late cancellations and fees, rescheduling of services.
- Responsible for ensuring client data in cloud-based software is current and up-to-date, ensuring client reminders are sent daily through email and SMS.

### **Requirements**

- Minimum two (2) years of experience in a similar role or post-secondary education and/or combination of experience, training and education in a relevant and similar role.
- Proven administrative experience and knowledge of office management systems and procedures.
- Skilled in various software applications, including Microsoft Outlook (with shared accounts and calendars), Excel, Word, Teams, Adobe Acrobat, OneDrive, SharePoint, Zoom and cloud-based healthcare software such as AlayaCare.
- Excellent written and verbal communication skills.
- Superior organizational skills, meticulous attention to detail and the ability to deal with constantly changing requirements and priorities.
- Demonstrated ability to handle confidential and sensitive matters with discretion, tact and diplomacy.



- Proficient in managing sensitive information in compliance with PIPEDA and organizational privacy standards.
- Ability to work independently and co-operatively as part of a multidisciplinary team.
- Ability to work under tight deadlines, frequent interruptions and distractions.
- Ability to handle multiple requests and priorities.
- Strong problem-solving abilities, including the capacity to quickly adjust to last-minute changes and manage unexpected challenges in a fast-paced environment.
- A successful Vulnerable Sector Screening.
- **Bilingualism (French and English) is required.**

## About Us

ACT Learning Centre is a leading-edge, dynamic, multidisciplinary practice in Ottawa, Pembroke and Kingston. We are a multidisciplinary team of Speech-Language Pathologists, Occupational Therapists, Social Workers, Registered Behaviour Analysts, Communicative Disorders Assistants, Occupational Therapy Assistants, Classroom Facilitators and Supervised Instructor Therapists, providing exceptional services to children and youth with autism or other developmental disorders/delays and their families.

ACT Learning Centre is one of the local providers of the Caregiver Mediated Program under the Ontario Autism Program (the Play Project) and the only local provider of the Entry to School Program (a school readiness program funded under the Early Years Pillar of the Ontario Autism Program). We have a busy multidisciplinary practice with multiple locations throughout Ottawa and the valley, and a growing private practice in Kingston.

ACT Learning Centre is committed to creating a diverse environment and is proud to be an equal-opportunity employer. All qualified applicants will receive consideration for employment regardless of ethnicity, race, colour, religion, gender, gender identity or expression, sexual orientation, nation of origin, genetics, disability, age or veteran status.

ACT Learning Centre complies with the Accessibility of Ontarians with Disabilities Act (AODA). Accommodation is available on request for candidates taking part in all aspects of the selection process.

Visit <https://actlearningcentre.ca/> to learn more!