**PAA - Ambulatory Care Procedure Areas**

**Summary of Duties**

The PAA will be supporting the ambulatory care procedure areas (cystoscopy, endoscopy and colposcopy). PAA is responsible for the co-ordination of patient flow and patient activities; administrative services for the patient care unit; and the maintenance of patient records, staffing, scheduling, payroll, and administrative support to patient care unit.

**Qualifications/Skills**

* Community College Diploma
* Outstanding Customer Service Skills essential
* Medical Terminology course
* Candidates who have successfully completed the Hospital's PAA training and successfully met the requirements of the Performance Review and Development Plan (i.e. confirmed in the PAA role) will be given priority consideration
* One year of Administrative/Business experience required, in a health care setting preferred
* Demonstrated Patient-Focused Care/Customer Service behaviour
* Working knowledge of Excel
* Working knowledge of hospital systems including Kronos ESP/RESP, PAS, Quadramed, SunnyCare, OR Manager -PICIS & TrackOR application preferred
* Keyboarding at 40 w.p.m. or data entry of 106 net keystrokes/minute
* Ability to organize work effectively, and work at a fast pace in an unpredictable environment
* Excellent problem-solving and communication skills
* Demonstrated ability to work in a team environment