



## **TITLE**

---

Junior Intake Client Service Coordinator

## **SUPERVISOR**

---

Assistant Director of Operations, IMA Division

## **STATUS**

---

Permanent, Full time

## **LOCATION**

---

Etobicoke

## **ROLE & RESPONSIBILITIES**

---

The Junior Intake Coordinator acts as first point of contact for referrals from insurance companies, employers and other clients. This individual will identify evaluations to be scheduled with medical professionals, provide customer service to clients and liaise with medical professionals to book dates for Paper Reviews and some single assessment services. The Junior Intake Coordinator provides a positive experience for clients and Medical Experts.

- Processing phone, web, fax and mail referrals for primarily Paper Review and Single assessment files, including booking appointments, transportation, interpreters, arranging travel/hotel when required
- Preparation of new files and continued organization of existing files
- Accurate completion of all database fields and updating as required
- Generating all documentation related to the processing of a referral
- Following up on outstanding Medical files for upcoming assessments
- Answering and directing calls to appropriate person or department
- Triaging multiple files and prioritizing daily tasks
- Other general administrative duties as assigned

## **QUALIFICATIONS REQUIRED**

---

- High school diploma with a minimum of 1 year relevant work experience
- Medical, law, insurance or technical writing background
- Excellent computer skills and knowledge of Windows environment
- Demonstrated organizational and multitasking skills
- Enjoys working in a collaborative team environment
- Superlative communication skills (written and verbal)
- Shows initiative and exhibits excellent judgement



- Demonstrated ability to work with a high level of autonomy

**PLEASE TRANSMIT YOUR CV TO OUR HUMAN RESOURCES DEPARTMENT BY E-MAIL  
AT: [JOBS.TORONTO@MEDISYS.CA](mailto:JOBS.TORONTO@MEDISYS.CA)  
PLEASE INDICATE THE POSITION TITLE IN THE SUBJECT LINE.**

We wish to thank all applicants in advance for their interest; however, only those who will be considered for an interview will be contacted. Please note that the masculine gender is only used to simplify the text. Medisys is an equal opportunity employer.