



## **Central Operations Support (COS)**

PROTx is seeking a highly organized and detail-oriented **Central Operations Support (COS)** team member to provide centralized administrative support to our growing network of clinics.

This is a primarily remote position (must be local to HRM) that plays a critical role in ensuring our clinics operate efficiently behind the scenes. By managing calls, schedules, client accounts, billing processes, and administrative workflows, the COS team allows our in-clinic staff to focus on delivering exceptional care and service to clients.

If you thrive in a fast-paced environment, enjoy solving problems, and take pride in maintaining accuracy and organization, we'd love to hear from you!

### ***What You'll Do***

- Manage incoming calls, client inquiries, and appointment scheduling
- Complete Welcome & Intake Calls for new clients
- Monitor clinic emails and respond to client requests
- Review schedules and client accounts for accuracy and completeness
- Verify insurance information, approvals, and required documentation
- Submit claims, manage accounts receivable, and assist with collections of outstanding account balances
- Process administrative tasks including faxing, uploading, and file requests
- Support clinic operations and provide occasional in-clinic coverage when needed

### ***What You Bring***

- Strong organizational and communication skills
- Excellent attention to detail and accuracy
- Ability to work independently and manage multiple priorities
- Proficient with technology and comfortable learning new software programs and systems
- Must reside within HRM and be available to travel to clinic locations if required
- Dedicated home workspace with reliable internet

### ***Preferred Experience***

- Administrative, customer service, or healthcare administration experience
- Experience working in healthcare, medical clinics, insurance billing, or allied health environments
- Familiarity with scheduling and clinic management software; experience with Jane App is considered an asset
- Experience handling confidential information with professionalism, discretion, and attention to privacy requirements
- Experience working remotely and collaborating effectively with team members across multiple locations is considered an asset



### ***What We Offer***

- Comprehensive training and ongoing support
- Collaborative and supportive team culture
- Equipment and tools required for the role provided
- Health Spending Account + Wellness Plan
- Optional Group Health & Dental benefits
- Employee Assistance Program
- Staff perks and team events

**Pay:** Starting at \$17.50 per hour

**Expected hours:** 35 hours per week

**Work Schedule:** Monday to Friday rotating shifts of 7 am – 2 pm and 2 – 9 pm

***Are you the next member of the PROTx team?*** Please send your resume, with cover letter, to [hire@protxservices.ca](mailto:hire@protxservices.ca)

Only candidates selected for an interview will be contacted. We thank all applicants for their interest in joining the PROTx team.