



PROTx is looking for an enthusiastic and people-focused **Operations Support Team (OST)** member to join our **Portland Hills** clinic. In this role, you'll be the welcoming face of our clinic—supporting clients throughout their journey, connecting them with the right resources, and helping create an environment where clients and team members feel valued.

You'll play an important role in ensuring our clinic operations run smoothly while helping clients feel informed, supported, and confident in achieving their health and wellness goals.

What You'll Do

As an OST Member, you'll be the connection point between clients, providers, and other support roles. You will:

- Create a warm, welcoming experience for every client
- Build relationships by understanding client needs and goals
- Support clients throughout their visit and connect them with the right resources
- Educate clients about PROTx services and wellness opportunities
- Help maintain smooth clinic operations by anticipating needs and supporting the team
- Take ownership of tasks and look for ways to improve the client experience

What We're Looking For

We're looking for someone who is naturally welcoming, people-focused, and passionate about creating exceptional experiences. The ideal candidate has a **hospitality mindset** and understands that small details matter.

You are someone who:

- Enjoys meeting new people and building genuine connections
- Communicates professionally and confidently with clients and team members
- Recognizes client needs, adapts their approach, and knows how to make each person feel comfortable
- Brings positive energy and enthusiasm to the workplace
- Is comfortable educating clients, making recommendations, and building trust
- Is organized, detail-oriented, and able to multitask in a fast-paced environment
- Works well independently while contributing to a collaborative team
- Takes pride in delivering consistent, high-quality service

We're continually evolving how we support our clients. The successful candidate will be excited to learn new technologies, embrace innovative workflows, and help shape the future of our client experience.

Previous experience in customer service, hospitality, sales, administration, or health and wellness is considered an asset.

What We Offer

- Comprehensive onboarding, training and ongoing support
- Annual Health Spending Account + Wellness Plan
- Optional Group Health & Dental benefits
- Employee Assistance Program
- Staff perks and team events
- Free parking
- Starting wage of \$17.50/hour
- 30–40 hours per week

Join the PROTx Team!

If you're passionate about people and creating exceptional client experiences, we'd love to hear from you.

Please send your resume and cover letter to **hiring@protxservices.ca**.

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