

Senior Medical Laboratory Assistant

- Full-Time Position reporting to the Director of Laboratory Operations
 - Competitive Salary and Comprehensive Group Benefits package, including private pension plan
 - Great team environment
 - Work Location: Don Mills/Eglinton
 - Operational Focus: Problem-Solving, Specimen Management, Results Reporting
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We are looking for a **Senior Medical Laboratory Assistant** to support our team in resolving complex issues related to specimen management. The Senior Medical Laboratory Assistant is a versatile expert on the lab floor with broad knowledge and expertise in a variety of laboratory functions. The perfect candidate must be comfortable making calls and thrive in a complex laboratory environment. This is an exciting opportunity for a candidate who:

- Has prior laboratory customer service experience
- Has ability to effectively reach out and handle calls from suppliers/clients
- Likes to problem-solve and find solutions to complex issues
- Has high degree of organization, the ability to multitask and make decisions

To succeed in this role, the candidate will absolutely need to:

- Have a working knowledge of laboratory industry
- Have solid understanding of various specimen types and difference between each
- Meet educational requirements as stated in the ad or at minimum have degree in Health Science
- Be able to troubleshoot and consolidate complex information
- Be capable at managing workload and multi-tasking

If you don't have aversion to picking up the phone to make a call to solve a problem, if you have experience with specimen management and a passion for working with clients and suppliers, if you can multi-task and are looking for an opportunity in a challenging, fun and growing work environment - this opportunity will appeal to you!

Position summary

The Senior Medical Laboratory Assistant will reach out to clients, suppliers, couriers to resolve issues, clarify and obtain information, and cancel orders when necessary. The Senior Medical Laboratory Assistant will be responsible for monitoring couriers and deliveries, and for general support functions within Specimen Management: receiving specimens, accurately entering in orders in the lab information system (LIS), preparing specimens for referral, arranging for specimen transport, and, preparing reports. The Senior Medical Laboratory Assistant will enter and release the laboratory results. The Senior Medical Laboratory Assistant will be required to carry out preventative maintenance and other quality-related tasks. The Senior Medical Laboratory Assistant will interact with patients, clients and colleagues daily and demonstrate a high degree of compassion, integrity and professionalism in these interactions.

Overview of Responsibilities:

- Resolve specimen handling problems
- Resolve and clarify requests
- Record/Log and respond to queries/complaints received
- Cancel test orders on client/supplier request
- Contact hospital clients/suppliers for follow-up and resolution
- Notify clients of test cancellations
- Record or print tracking notifications and communicate to staff
- Monitor couriers and deliveries
- Pull and download results to/from supplier portals and deliver results to clinicians
- Log orders and label specimens one at a time
- Identify potential problems with orders and specimens
- Organize and package specimens for transport to suppliers
- Enter results in laboratory information system

- Call/Fax critical/urgent results
- Record all non-conformances
- Remove garbage and dispose of Bio-Hazardous Waste
- Record various temperature readings and advise seniors of non-conformances
- Assembles boxes for shipment
- Package lab coats
- Be familiar with the quality management system
- Participate in process review and work to improve processes for staff
- Double check for correct client at order entry to prevent privacy errors
- Recommend improvements in use of systems and their support of operations

Knowledge/Skills/Abilities/Other Characteristics

The prospective candidate will have most of the following:

- Completion of a Medical Laboratory Assistant college program or equivalent scientific program (at the minimum a degree in health science) is required
- Certification by the OSMT or CSMLS is desired
- Minimum of 3 years working in a laboratory or healthcare environment is preferred
- Prior experience in Customer Service is required
- Prior experience in specimen management is required
- Prior experience drawing blood is required
- Knowledge of medical terminology is required
- A data entry background or prior experience is required
- Attention to detail, high-level of accuracy
- Good computer skills, including use of the Microsoft Office Suite (good working knowledge of Microsoft Outlook)
- Excellent English language skills (written and spoken), working French is preferable
- Strong service orientation

We are looking for a candidate who:

- Is a highly motivated, customer-focused individual with strong interpersonal skills
- Understands complex information and issues
- Can work independently and as a team member
- Demonstrates good analytical and technical skills
- Demonstrates attention to detail
- Is polite
- Possesses strong verbal, written and reasoning skills
- Communicates issues with clarity and simplicity
- Honors commitments
- Is punctual and reliable
- Is a good corporate citizen

How to Apply:

Send your resume to shamsakhundova@iclabs.ca

Apply by: June 26, 2020

We would like to thank all candidates for expressing their interest. Please note that only those selected for interview will be contacted. NO PHONE CALLS, PLEASE.

In-Common Laboratories (ICL) is an equal opportunity employer.

We offer accommodation for applicants with disabilities, as required, during the recruitment