

We would like to thank all candidates for expressing their interest. Please note that only those selected for interview will be contacted.

In-Common Laboratories is an equal opportunity employer.

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



ICLabs.ca

APPLY BY AUGUST 2, 2019 To: shamsakhundova@iclabs.ca

ASSISTANT LABORATORY COORDINATOR

- Full-Time Position reporting to Senior Laboratory Coordinator
- Maternity Replacement (1-year contract)
- ICL offers a comprehensive benefits package, including HOOPP (Healthcare of Ontario Pension Plan)
- Based in Toronto. Some travel to conferences may be required.
- Operational Focus: Patient Pay Services, Research Study Services Document Management

In-Common Laboratories (ICL) is recruiting for the full-time role of **Assistant Laboratory Coordinator** focused on direct patient services as well as on a variety of marketing and business building activities aimed at securing new services and strengthening existing client relationships. An experienced individual is needed to:

- setup and organize patient pay services
- onboard new clients with an end-to-end review of delivery of service for quality assurance/improvement
- consolidate information by gathering and organizing paperwork for each service
- look for new opportunities to offer to clients

In this role the successful candidate will be required to:

- **Understand client needs and work with all parties involved to establish a service.** Ability to quickly grasp complex information, to triage issues and to offer solutions is important to succeed in this role. Prior experience with booking appointments and communicating with collection centers will be beneficial.
- **Have frequent interactions (phone/in-person) with customers which may include hospital laboratories, private laboratories, doctor's offices, research clients, government officials, service suppliers and patients.** Ability to establish a dialogue: good listening, negotiation, persuasion skills will be essential to thriving in this role.
- **Continually look for new ways to offer service to clients and suppliers.** Taking initiative to triage issues between clients and suppliers aimed at finding service solutions that will benefit all parties would be key to success.
- **Assist in consolidating information by creating various lists and spreadsheets to ensure accurate and current database of research study clients, patient pay clients and other client groups.** Solid administrative background and ability to organize the work of self and department will be helpful in this aspect of the job. Strong knowledge of Microsoft Excel and Word will be essential. Being thorough and able to focus on accuracy of collected information is important.
- **Assist in generating documentation for mail out, provide input to marketing collateral, file and maintain documentation.** The methodical approach to document production, storage and control will be essential to thrive in this role.

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 General Science
- Understand the complexity of information flowing from different sources
- Be able to troubleshoot and consolidate complex information
- Be capable at managing workload and multi-tasking

Overview of Major Responsibilities

- Understand the needs of a client
- Locate external service providers
- Work with laboratory operations to receive and organize new service
- Qualify and onboard a new client
- Monitor the first orders that are received and oversee the end-to-end delivery of service
- Create lists and spreadsheets to ensure accurate and current database of clients
- Participate in selected projects, as defined by the department leadership

Knowledge/Skills/Abilities/Other Characteristics

The prospective candidate will have most of the following:

- Completion of a Medical Laboratory Assistant college program is required
- Certification by the OSMT/CSMLS is required
- Working knowledge of laboratory industry is required
- Experience as a Client Service Representative or a Marketer is an asset
- Prior experience in research study is preferred
- Proficiency in English language (written and spoken)
- Working French is desirable
- Advanced skills in Microsoft Office Products (MS Word, MS Excel, MS Outlook)
- Knowledge of a laboratory information system is preferred

We are looking for a candidate who is:

- Punctual, reliable, courteous
- Willing to go an “extra mile” to find a solution that works for a client and/or ICL Business
- Able to write and articulate a point in an email
- Able to organize work and handle workload
- Attentive to detail with a high-level of accuracy
- Able to work both independently and within a team environment

About ICL

In-Common Laboratories (ICL) is a private, not-for-profit Canadian corporation operating since 1967. ICL is Canada’s only national lab referral coordination network. ICL acts as a broker with access to world-class hospital testing facilities within its referral network. Over 500 Canadian and international clients and their patients benefit by having ICL be responsible for an end-to-end brokerage service for their lab tests. In 2012 and under new leadership ICL began the process of re-invention, expanding its business model from traditional hospitals to include patient service centres and the new emerging field of integrative laboratory services (ILS). ICL now supports naturopathic doctors across Canada with a comprehensive test menu and web portal connectivity. Presently ICL has two patient service centres, one in North York and the other in Oakville servicing patients of naturopathic doctors and one laboratory. ICL’s headquarters is located in North York.