

OPTIMIND JOB POSTING

We are looking for an exceptional person to join our exceptional team!

What we do:

At Optimind our core treatment is transcranial magnetic stimulation (TMS). TMS is a safe and effective physician-directed treatment for illnesses including depression (+/- comorbid anxiety/PTSD), OCD, and a number of other conditions.

What you do:

As the Front Desk Receptionist you are key to creating and maintaining the warm, kind, positive, and respectful atmosphere of Optimind. This role includes managing the reception area, handling incoming calls, and providing general administrative support to ensure a smooth operation.

What we do together:
Improve lives.

JOB DESCRIPTION

Job Title: Reception - Nanaimo

Department: Administration

Reports to: Clinic Manager

Date: March 3, 2026

ROLE

Responsible for greeting clients at the front desk, answering phone calls, and completing basic administrative tasks

RESPONSIBILITIES

- Greet all clients warmly as they arrive and create a friendly, welcoming impression
- Answer incoming phone calls promptly, politely, and professionally
- Perform cleaning duties to help maintain a clean clinic
- Handle basic administrative tasks (filing, forms, check-ins)

REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE

- Friendly, outgoing personality with strong conversational skills
- Clear and polite communication skills
- Basic organizational skills and attention to cleanliness
- Comfortable answering phones and taking messages
- Professional and reliable work ethic
- Ensure compliance with clinic policies and privacy regulations

Assets, but not required

Undergraduate degree in business, healthcare administration, or related field
Medical Office Assistant (MOA) certificate
Experience in a medical or mental health clinic setting
First Aid certificate

HOURS

- This is an on-site position
- The hours for this position are from 8:30am to 4:30pm, Monday to Friday

WAGE

- Hourly wage: Starting wage \$20 to \$22 per hour, depending on experience and qualifications.

CONFIDENTIALITY AND DISCRETION

The incumbent must maintain the confidentiality of all company and client information. Tact, empathy, and discretion must be used in all dealings with all clients and potential clients to maintain and contribute to the safe, positive, caring environment of Optimind

Contact: careers@myoptimind.ca