

Administrative Assistant

Would you like to work with a collaborative and professional team where you are valued for your work and contribution?

Are you **organized, hard-working**, and good at **multitasking**?

Consider applying for a position at Learning Solutions.

Learning Solutions is an interdisciplinary psychoeducational assessment practice in Northampton, Massachusetts. We work with children, adults, and families in need of support for a range of educational, psychological, and cognitive needs. We pride ourselves in having a collaborative environment with professionals who love their work. We are a women-owned business and all members of our team are valued for their contributions.

Our administrative assistants play a vital role in the daily operations of our business. You help guide clients through the assessment process and help them prepare for their appointments, answer their questions, and make sure that they have submitted all the necessary documents. You will be an important resource for the practice owners in managing both the business and clinical roles they play.

We are seeking a team player who is comfortable in a busy work environment, has good problem-solving and prioritization skills, and is organized. We encourage our team members to advocate for their needs, set boundaries with clients when necessary, and communicate to the administrative team when a more collaborative effort is needed. We are hoping that as you get to know our practice better, you will feel comfortable discussing your thoughts on improvements to the ways we conduct business.

Job Responsibilities:

- Answering and directing calls
- Responding to email
- Scheduling appointments
- Directing other calls appropriately
- Greeting clients and helping them navigate the office
- Sort and distributing mail
- Make copies
- Issuing reminder calls/emails to clients for upcoming appointments
- Managing client files and electronic medical record
- Responding to referrals or requests for information from other practices
- Processing payments from clients
- Working as part of the administrative team and attending meetings
- Ordering office supplies
- Assisting with billing, invoicing, and accounts receivable

- Assisting with marketing
- Assisting with website

Job Qualifications and Skills:

- Strong verbal and written communication skills
- Professionalism
- Reliable
- Ability to multitask and prioritize tasks
- Keyboarding/typing skills
- Strong organizational skills
- Proficiency with Word and Excel
- Experience with TherapyNotes, or another scheduling program or electronic medical record software
- Good at managing stress and working in high-paced environments
- Ability to collaborate with others and communicate about overlapping job responsibilities
- Empathic and able to convey a welcoming and accepting environment
- Client-focused with appropriate boundaries
- Cultural-competence, trauma-informed, and neurodivergent affirming
- Good attention to detail
- Ability to take in the big picture and understand systems

Education, Experience, and Licensing Requirements:

- Bachelors degree (or higher) is an asset
- Pass CORI and SORI criminal background check
- Previous experience with Microsoft Office software preferred
- Previous work in a medical or other office setting strongly preferred
- Familiarity with phone systems
- Previous experience with web design
- Previous experience with graphic design

Work Hours and Benefits:

Full-time (35 hours) with hourly pay with paid vacation time and option for an individual or family health plan.

Apply by sending your resume, desired hourly rate, and a letter of interest to rcurrierubin@learningsolutions.com. No calls please.