

## Receptionist

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

Are you **organized, enjoy talking to people**, 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.

You are the welcoming face of the business. We view our receptionist and front office staff as essential members of our team. As the first point of contact, you play an important role in the company and for our clients. 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 calls
- Responding to emails
- 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
- Assist with administrative tasks
- Processing payments from clients
- Working as part of the administrative team and attending meetings
- Ordering office supplies

### 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

Education, Experience, and Licensing Requirements:

- 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

Work Hours and Benefits:

Part-time and Full-time options available. Hourly pay with paid vacation time and option for an individual or family health plan (with full-time employment of 30 hours or more).

Apply by sending your resume, desired hourly rate, and a letter of interest to [rcurrierubin@learningsolutionsls.com](mailto:rcurrierubin@learningsolutionsls.com). No calls please.