

Intake Coordinator / Administrative Assistant

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.

Job Responsibilities:

- Answering initial calls for services; setting up intake appointments; and directing other calls appropriately
- Welcoming clients to their appointments and directing them appropriately
- Collaborating with multiple psychologists/evaluators and administrative staff members, in managing their schedules and client appointments
- Responding to our existing client base via phone and/or email
- Issuing reminder calls/emails to clients for upcoming appointments
- Responding to referrals or requests for information from other practices
- Recording client information accurately in online charting system
- Creating and maintaining electronic and paper files
- Accepting payment from clients
- Sorting and distributing mail
- Attending and participating in regular (monthly) Administrative Team Meetings
- Ordering office supplies

Work Hours and Benefits:

Full-time (35 hours per week) with potential to expand hours to 40. Hourly salary with paid vacation time and option for an individual or family health plan.

Starting salary: \$22/hour

Probationary period for 3 months, after which employee is eligible for raise to \$20-\$22/hour. Regular reviews and raises are expected.

Qualifications / Skills:

- Administrative experience required
- Ability to connect with our client population and convey a welcoming, friendly, and accepting environment
- Cultural competence, in regards to our diverse client base
- Strong verbal and written communication skills
- Professionalism
- Client-focused, with appropriate boundaries
- Keyboarding/typing skills
- Strong organizational skills
- Ability to prioritize when faced with a busy work environment
- Ability to collaborate with others, and communicate about overlapping job responsibilities

- Proficient technology skills in Word and Excel
- Experience with TherapyNotes (our practice software) or other scheduling and billing management tools a plus
- Experience navigating insurance authorizations and/or previous billing experience a plus

Education, Experience, and Licensing Requirements:

- Bachelors degree (or higher) is an asset
- Familiarity with phone systems (i.e. answering or transferring calls, placing on hold)
- 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

Apply by sending your resume and a letter of interest to learningsolutions@learningsolutionsls.com. No calls please.

Description of the Position

As the *Administrative Assistant* you are the welcoming face of the business. You will essentially be a liaison to our clients, helping guide them through the assessment process from start to finish. The bulk of your tasks will be oriented around helping clients be prepared for their appointment(s) – making sure they know when appointments are, setting expectations for the treatment process, and making sure that our clinical staff have all the documents necessary for assessment. You will be trained about some aspects of our office's financial procedures (re: billing and insurance), though your main focus will be client-facing administrative duties.

There are a lot of moving pieces and we are looking for an employee who is comfortable with a busy work environment; has good prioritization skills; and will be a good problem-solver. Whether you are detail-oriented or more able to see the big picture, we hope that you are thorough in your approach to the work. We hope that our administrative assistant is someone who will feel comfortable advocating for their needs, setting boundaries with clients when necessary, and communicating to the administrative team when a more collaborative effort is needed.

We are looking for an administrative assistant who will stay here longer-term (i.e. for 2 years or more), and 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.