

Remote Front Office Coordinator – Part Time
Thursday – Friday 12 pm – 7 pm CST (1 pm – 8 pm EST)

Family & Children's Counseling Services, Inc. is looking for a multi-capable remote Front Office Coordinator to assist with our Therapy Program.

FCCS employees can apply for Public Service Loan Forgiveness! We are a 501(c)(3) non-profit organization, and therefore qualify as an eligible employer under the PSLF program. Check out the terms of student loan forgiveness at www.studentaid.gov

Must be able to pass background clearances according to law.

RESPONSIBILITIES:

The primary responsibilities, under the direction of the Clinical Director, are to:

Primary Responsibilities

- Maintain the confidential nature of client service
- Create a positive first impression and provide a professional experience for potential clients (via phone, email, and/or social media) by establishing rapport, answering questions, and identifying and solving problems
- Collaborate with billing manager and assigned Provider to correctly onboard new therapy clients and to provide consistently excellent service to current clients
- Train and assist staff and clients with electronic files
- Respond appropriately to, and effectively manage, issues as they arise before escalating to upper management
- Monitor and update records and files
- Maintain daily, weekly and monthly reports
- Provide remote clerical support to Therapeutic Program staff
- Model positive attitude, behavior and language
- Create, post and respond to social media updates in accordance with company policy and state law
- Ensure compliance with all local, state and federal requirements
- Learn and implement company Mission, Vision, Philosophy and Values
- Learn and implement company policies and procedures
- Attend staff meetings, trainings and community events, as scheduled
- Open to taking on new roles and/or more hours as business expands

WORKING CONDITIONS:

While performing job duties, the employee will be sitting, standing, reaching and documenting via electronic or hand-written methods. The employee will be in an office and/or out in the community. Employee may experience weather conditions while in the community.

This position requires the ability to communicate with staff and clients. Reasonable accommodations may be made to qualified employees to assist them in performing job duties.

QUALIFICATIONS:

- Must be committed to improving the lives of children, teens, families and couples
- 1-2 years' experience working in an office, customer service, or virtual assistant setting (medical or mental health preferred)
- Strong general computer skills
- An upbeat, friendly, professional manner
- Critical thinking and problem-solving skills
- Great communication and interpersonal skills
- A demonstrated ability to work independently and as part of a team
- An ability to follow directions
- A sense of ownership and pride in your performance and its impact on the company's reputation and success
- Embody a strong attention to detail with excellent time management
- Willingness to attend occasional community events and have access to transportation
- Current Pediatric CPR and First Aid Certification (or willing to become certified during initial training process)
- Mandated Child Abuse Reporting (or willing to be trained)
- Ability to lift and carry 25 pounds
- Ability to engage in bending, lifting, twisting and reaching
- Must be willing to commit to a minimum of one year with FCCS
- Ability to communicate in English- verbal and written skills
- Bilingual, BIPOC, and HU candidates encouraged to apply

\$15.75- 19.20 / hour, part-time (18-20 hours per week); more hours possible with company growth.

Please note: You will need valid U.S. work authorization to join us, as we are not able to offer sponsorship at this time.

FCCS is an Equal Opportunity Employer

Employment opportunities are, and shall be, open to all qualified applicants solely on the basis of their experience, aptitudes and abilities. It is the policy of Family & Children's Counseling Services, Inc. to grant equal employment opportunity to all applicants and employees without regard to race, color, national origin, marital status, disability, Vietnam Era Veteran status, age, religion, political affiliation, gender or sexual orientation. FCCS is committed to providing a fair, equitable, diverse and inclusive work environment. We welcome candidates that will promote and value diversity and exercise teamwork and collaboration.

FCCS is an equal opportunity employer. Please visit the FCCS website at www.HealPlayLove.org.

Applicants must meet the qualifications stated in job posting.

HOW TO APPLY: Send your resume to hr@healplaylove.org with the email subject heading "Front Office." NO PHONE CALLS PLEASE. FCC is unable to respond to each inquiry or application. If you are selected for an interview, you will be notified by email or phone. Applicants who do not follow application instructions will not be considered.

Job Type: Part-time

FCCS Offers Employees:

401k (Retirement) Plan

PTO

Professional Development and Training

Career Growth Opportunities

Cellphone or Tablet Stipend

Travel Reimbursement

OFFER ACCEPTANCE (only sign when requested)

I have read and agree to the job description. I am willing to be trained, and will comply with the above-mentioned criteria. I will ask my supervisor questions, if I have any.

Signature / Date

Printed Name