

<b>Title:</b>	<b>Administrative Assistant</b>	<b>Ministry or Department:</b>	<b>NFCC</b>
<b>Job Status:</b>	<b>Part-time</b>	<b>Supervisor:</b>	<b>Executive Director of NFCC</b>
<b>Job Group:</b>	<b>Unknown</b>	<b>Scheduled Weekly Hours:</b>	<b>25</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Clergy Position:</b>	<b>No</b>

### Mission of the Position

The mission of the Administrative Assistant position is to provide services from Monday through Friday.

### Essential Duties

#### Front Desk Administration

1. Answer telephone. Clearly communicate information about NFCC (rates, availability, hours of service, etc.) as well as policies (late cancellation fee, etc.) to both current and potential clients as well as others in the community. Take detailed messages accurately. Transfer calls or place into voice mail system as needed.
2. Greet clients. Take payments and provide receipts as needed.
3. Utilizing the TherapyNotes Portal, process new clients (e.g., offer and explain paperwork; verify completion, signature, and consents; obtain insurance information and input paperwork into electronic health records system in coordination with administrative assistant.
4. Schedule new and existing clients using TherapyNotes.
5. In coordination with administrative staff, send Zoom invites to all telehealth clients for the following day/week or as needed.
6. Communicate important client issues with other administrative staff, either via email and/or by making notes in TherapyNotes, in order to provide clients with excellent service regardless of which administrative team member he or she speaks with.
7. Work in collaboration with counselors and Marketing Specialist to register clients for therapy groups.
8. Provide prospective or current clients with appropriate referrals as needed.
9. Assist in scheduling and completion of Prepare/Enrich assessments for couples counseling.
10. Refill clinical and office forms and create intake packets for new clients.
11. Monitor and ensure cleanliness of waiting room, multipurpose room, kitchen, and therapy rooms in coordination with NFCC staff.
12. Occasionally create therapy room schedules for upcoming week.
13. As needed, assist with scanning and uploading intake paperwork into TherapyNotes.
14. At all times maintain client confidentiality of services by following the confidentiality policies of NFCC and HIPAA.
15. Closing down the center after the last session, which includes making sure all rooms are tidy, all doors and cabinets are locked, and letting security know to lock the main gate after all staff has left the center.

#### Billing Duties

16. Assist in the collection and documentation of client fees and payments in coordination with the administrative team.

**Program and Event support**

17. Assists Executive Director, Grants and Events Specialist, Community Relations Specialist and other staff as needed to execute new programs and events for NFCC.

**Growth and professionalism**

18. Collaborate and work as a team with NFCC staff in implementing programs and providing services to clients.
19. Assist Executive Director in maintaining a safe and secure working environment.

**Additional Responsibilities**

20. Other duties as assigned

**Supervisory Responsibilities**

- None

**Competencies**

**Education/Licenses:**

- Bachelor's Degree required

**Experience:**

- Minimum of 1 year of experience in an Administrative role

**Talents:**

- Excellent interpersonal and problem-solving skills with the ability to deal with complexity comfortably.
  - Excellent verbal communication and business writing skills.
  - Personal initiative, action-oriented with the ability to multi-task efficiently.
  - Exceptional organizational and time management skills.
  - Strong attention to detail.
  - Intermediate knowledge of MS Office Suite and skilled experience with Excel.
  - Strong knowledge of Therapy Notes, the cloud-based internet software NFCC uses for managing clinician schedules and client electronic health records.
  - Integrity, mature judgment, and a firm understanding of the responsibility for extreme confidentiality inherent to working in a counseling environment.
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### Employee Acknowledgment

My signature below acknowledges that I have received, read and understand this job description, and that I am expected to consistently demonstrate the primary job duties, additional responsibilities and core competencies of the position with or without reasonable accommodation. Furthermore, I acknowledge that I may be expected to perform additional tasks and projects as assigned, and I agree to perform such tasks and projects, along with the primary duties of my job, in accordance with the performance standards and expectations set forth by the company.

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Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date