

## **Administrative Assistant / Appointment Coordinator**

Foundations Counseling is a respected Colorado provider of behavioral health services, with five current locations: Fort Collins (2), Loveland (2), and Windsor. Our team of counselors, coaches, and trainers share a reverence for the profession unlike any in the field and believe it is an honor and privilege to be a part of the lives of those who place their care in our hands.

Our mission is to provide hope and healing to individuals, couples, families, children, and adolescents who are experiencing psychological, emotional, and relational distress. We believe it is our responsibility to facilitate growth beyond healing. We also believe it is our duty to contribute to, and participate in, the healthy development of our community.

Our organization is growing, and we are currently looking to add intelligent and caring leaders that have the drive to serve their communities. The individual in the Administrative Assistant / Appointment Coordinator position will be part of a dynamic and professional team of counselors and operational personnel working side by side.

### **Responsibilities include:**

#### **Being the voice of the company:**

- Answering all incoming calls from current and potential clients
- Sales of the Foundations brand to new and existing clients
- Match new clients with one of our exceptional therapists, based on the clients presenting issue
- Follow procedures and intake forms to facilitate matching process of new clients
- Phone routing and transferring to appropriate personnel
- Work heavily in our EMR system (Valant)
- Scheduling clients for sessions with our therapists
- Facilitate a heavy call volume inbound and outbound: returning voicemails and follow up inquiries

#### **Being the face of the company:**

- Welcoming clients and assisting counselors in our offices
- Providing exceptional customer service to all who walk through our doors, including clients, counselors, managers and teammates
- Maintaining a clean and comforting environment via light cleaning and tidying
- Offering ongoing coaching and clarification to counseling staff on operational systems and procedures
- Other duties as assigned

#### **To be successful in the position typically requires:**

- Scheduling experience required; scheduling within physical or mental health environment a plus!
- Sales experience with strong closing skills is highly desired and encouraged to apply!
- Experience with any EMR / EHR, we will train on our system (Valant)
- Exceptional communication skills both verbally and written
- Desire to grow with Foundations and seek additional responsibility

- Experience with Microsoft Suite (specifically basic Excel skills, Outlook, and Word)
- High school diploma/GED or above

**For you:**

- Compensation starting at \$16 - \$17/hour depending on experience
- The opportunity to work alongside an incredible team
- Opportunities for career growth via regular Professional Development with management
- Great benefits, including Health, Dental and Vision Insurance, and Paid Sick Leave
- Local health club membership discount
- Outstanding company culture
- Robust training period

***The ideal Administrative Assistant / Appointment Coordinator will be a self-starter, problem solver, independent worker AND team player, self-motivated, driven to meet AND exceed goals, with an exceptional level of follow-through and attention to detail.***

Job Type: Full-time

Salary: \$16.00 - \$17.00 per hour

Benefits:

- 401(k)
- Flexible schedule
- Health insurance
- Dental Insurance
- Vision Insurance
- Health savings account
- Parental leave

Schedule:

- 8-hour shift
- Day shift
- Night shift
- Weekends as needed

Supplemental pay types:

- Bonus opportunities

Experience:

- Customer service: 2 years (Preferred)
- Sales: 1 year (Preferred)

Work Location:

- Locations can vary from Ft. Collins to Loveland to Windsor.

**To apply:** submit resume and cover letter to [kristinb@foundationscounselingllc.com](mailto:kristinb@foundationscounselingllc.com)

Learn more about Foundations Counseling at <https://www.foundationscounselingllc.com/>

**Foundations Counseling, LLC is committed to equal employment opportunity and as such, we hire individuals based on merit and qualifications without any regard to race, creed, color, religion,**

GROWTH  
BEYOND  
HEALING



FOUNDATIONS

**national origin, sex, age, marital status, sexual orientation, disability, veteran status, or any other illegal consideration.**