



<b>Job Title:</b>	Clinic Administrative Assistant
<b>Reports To:</b>	Clinical Director
<b>Work Schedule:</b>	Part-Time
<b>Level/Salary Range:</b>	\$15.00+
<b>Classification:</b>	Hourly

**FAX OR EMAIL APPLICATION & COVER LETTER TO:** HR@CALMWATERS.ORG

**Subject Line:** Clinic Administrative Assistant

**Job Description**

**SUMMARY**

Ensure the smooth operation of the clinic and provide positive client experience. The role requires strong organizational skills, attention to detail, and the ability to work efficiently within a team environment.

**Essential Duties & Responsibilities:**

- Maintain a clean, organized, and welcoming office environment for clients and staff.
- Provide professional client support by greeting clients, answering questions, and ensuring a positive experience.
- Manage incoming phone calls and provide accurate information regarding services, referrals, and client inquiries.
- Perform accurate data entry and maintain confidential client records within the electronic data system.
- Collect and verify client insurance information, including policy details, benefits, and coverage eligibility.
- Coordinate and manage client waitlists in alignment with therapists' schedules and availability.
- Schedule appointments and facilitate effective communication between clients and therapists.
- Respond to referrals and maintain communication with community partners and referral sources.
- Verify completion and accuracy of client intake forms and documentation upon arrival.
- Assist with appointment cancellations and rescheduling to support efficient clinic operations.
- Support the administration and collection of client satisfaction surveys and feedback.

**ADDITIONAL SKILLS AND ABILITIES REQUIRED**

- Demonstrate strong verbal and written communication skills, including professional presentation abilities.
- Maintain proficiency in Microsoft Office Suite and other standard office technology systems.
- Work collaboratively as a cooperative, reliable, and supportive team member.
- Exercise professionalism and discretion when handling confidential information and sensitive materials.
- Communicate effectively, respectfully, and professionally with therapists, clients, and staff.

**ADDITIONAL JOB REQUIREMENTS**

Clearance of background check.