

Position: Thrive Administrative Associate
Department: Thrive Counseling
Reports to: Director of Thrive Counseling

Overview of Position

The Thrive Administrative Associate responds to counseling inquiries from potential clients and referral sources, schedules and reschedules counseling sessions on behalf of therapists, assists with intake and other client paperwork, manages the Thrive waitlist, assists with surveys and internal reports. This position is responsible for handling confidential and time sensitive information and materials. This position is part-time with potential of transitioning into full-time.

Essential Duties, Responsibilities, & Competencies

1. Conducts new client intakes by phone and enters online inquiries into the Thrive database.
2. Manages Thrive waitlist.
3. Assists Thrive staff therapists with wide range of confidential, administrative, and general support activities, such as: scheduling and rescheduling counseling sessions, maintaining calendar, conveying messages, administering client surveys, composing and preparing confidential correspondence, reports, and records requests and working with clients to complete intake paperwork and other paperwork requests.
4. Creates monthly productivity reports and other reports as needed.
5. Performs other clerical duties as needed, such as data entry, filing, photocopying, and collating.
6. Maintains client confidence and protects operations by keeping information confidential.
7. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining a professional manners and appearance at all times.
8. Displays flexibility by accepting and adapting to unexpected changes in a courteous and professional manner.
9. May interface with clients and process payments at the office when in-person Thrive Counseling resumes.

Employment Qualifications

1. Bachelor's degree and a minimum of 1 year of administrative and development work experience, OR Associate Degree with 3 years of relevant work experience.
2. Computer proficiency; comfort in all MS Office programs and comfort using new databases, software and systems.
3. Excellent communication and customer service skills and ability to work with diverse populations.
4. Ability to manage priorities for a wide range of tasks with varying deadlines and degrees of importance; must be capable of multitasking, organizing and coordinating tasks.
5. Highly efficient and attentive to detail.