

Modern Practice Support provides client care coordinator virtual assistants to psychotherapy practices across the U.S. Our assistants help group practice owners with various tasks to help operate and grow their businesses. This position involves making phone calls, scheduling responsibilities, and general administrative duties.

We are looking for a fun, personable and highly-qualified person to join our team of virtual assistants. The job is rewarding and you can work from home!

Main Responsibilities:

- Return calls and match potential clients with therapy services and providers
- Respond to online inquiries for therapy services
- Track incoming referrals on a spreadsheet
- Add new clients and manage existing clients using online software
- Answer basic questions about insurance
- Manage practice dashboards and provide feedback to practice owners
- Track client feedback surveys
- Provide exceptional communication with practice owners
- Protect Private Health Information (PHI)

Skill set:

- Tech-savvy
- Excellent communicator
- Be organized, manage time effectively, and have good attention to detail
- Good at problem solving and troubleshooting
- Enjoy working remotely
- Able to manage confidential information
- Warm and inviting personality

Mindset:

- Proactive, independent, self-starter
- Team focused work ethics – reliable, results-oriented, and highly responsive
- Team player – pleasant, collaborative, supportive, and receptive to feedback

Qualifications:

- Bachelor's Degree (preferred)
- At least two years experience as an Executive Assistant, Project Manager, or in an administrative support role
- Experience working in the mental health industry preferred
- Experience working with managers and teams located remotely preferred
- In-home office setup including: Mac or PC Computer with the most recent version of MS Office installed
- High-Speed Internet access
- Computer with webcam
- Smartphone
- Designated quiet and professional space to work

Other Details:

- Competitive pay with a performance based increase after 180 days
- Currently looking to fill FT positions at 30+ hours per week
- Benefits include: PTO, 7 paid federal holidays, and unlimited unpaid time off