



**Position: On Site-Front Desk, Office Administrator**

**Permanent, Part-Time Employee; 20-25 hours per week**

We are seeking an outgoing, warm and efficient individual to join our amazing team and provide support to our multidisciplinary psychotherapy practice and admin team. The ideal candidate is highly organized, has exceptional attention to detail, is familiar with the various therapeutic modalities offered at Milton Psychotherapy Centre and has a welcoming and positive attitude. This candidate is willing to learn and grow with our busy group practice.

This role reports directly to the Founder, Clinic Director.

**About Us**

We are a dynamic collective of psychotherapists serving children, adolescents, adults, couples, and families. At Milton Psychotherapy Centre, we are gender-affirming, neurodiverse-affirming, anti-racist therapists who provide trauma-informed psychotherapy treatment to our diverse community. We pride ourselves in providing an exceptional results-driven clinical experience that is centred around safety, comfort, and excellence. Milton Psychotherapy Centre was honoured to receive the *2022, 2023, 2024 Diamond Readers Choice Award for Best Marriage, Family and Individual Counselling* clinic, among other community accolades.

We offer in-person and virtual therapy to Halton and Peel Region, and throughout the province of Ontario. As a Front Desk Office Administrator, you will be joining a team of supportive, empathetic, and caring mental health practitioners, all dedicated to helping people on their journey to improved mental health and wellness.

**Qualifications**

- 3+ years of experience in a customer service or administrative support role is required.
- Must show evidence of proficiency with Google Suite applications (Gmail, Calendar, Docs, Sheets) as well as Microsoft Office applications (Word, Excel)
- Experience using Jane App is an asset.
- Experience using Telus eClaims health portal is an asset.
- First Aid and CPR training is an asset.
- Office Administration certification or training is an asset.

## Responsibilities

- Connecting with prospective and current clients via telephone and email.
- Responding to client calls and emails as they are received, and in a timely manner.
- Available to attend flexible shift hours starting in the early afternoon until 7pm at night.
- Available to attend Saturday shifts starting at 9am until 3pm
- Completing intake/triage interviews and answering client questions.
- Processing client payments.
- Submitting client service predeterminations and claims via Telus eClaims portal.
- Supporting a team of psychotherapists, social workers, interns, and volunteers.
- Completing other administrative tasks such as compiling referral documents, creating various resources for clients and staff.
- Maintaining Quality Assurance (follow up to payments, securing payment information, uploading secure documents, managing the booking software including schedules and treatments offered).
- Maintenance of office area, office supplies, and clinical/administrative files.
- Develop and enhance administrative work flows to maximize efficiency and client experience.

## Skills and Attributes of the Ideal Candidate:

- Dynamic, self-motivated individual with the ability to work independently under pressure.
- Exceptional communication skills, ability to communicate professionally, with compassion, and with patience when dealing with all clients.
- Confidence to share ideas and constructive criticism to help us grow.
- Juggling multiple projects and to-do's simultaneously is no problem for you — you work well under pressure, meet deadlines and are reliable.
- Tech savvy (we are paperless and everything is digital).
- You are highly process-oriented.
- Working independently comes easy to you but you also love collaborating with a talented team.
- Long term ambition for an ongoing career in Office Administration and Systems Management, with the potential for leadership within the Admin team.

**Pay:** \$23/hr, Part-Time, Permanent Employee

**Application Process:** Kindly submit your resume and cover letter to [info@miltontherapycentre.com](mailto:info@miltontherapycentre.com), AND complete the supplemental application linked on our website.

We thank all applicants for their interest. Only those candidates under consideration will be contacted for an interview. **Incomplete applications will not be accepted or responded to.**

For more information on our clinic, please see our website: [www.miltontherapycentre.com](http://www.miltontherapycentre.com)