



# READY NEST

## Intake Assistant

### Job Summary

If you love caring for clients and counselors to ensure exceptional client care, this is the role for you. If you're highly organized and excel at administrative tasks like billing, scheduling, and office management, you're exactly who we're looking for!

We are seeking an Intake Assistant to join our growing team at Ready Nest Counseling. As an important member of our intake team, you'll work closely with the Intake Coordinator to manage the intake, assignment, and scheduling of all incoming client inquiries. You'll assist the Intake Coordinator with various administrative tasks and internal team coordination to provide comprehensive support to our clients and counseling staff.

Our ideal candidate has at least a bachelor's degree in business administration, communications, psychology, or a related field and at least one year of relevant professional work experience.

### Duties and Responsibilities

- Intake
  - Assist Intake Coordinator in responding to all inbound client inquiries and appropriately documenting client communications
  - Ensure initial client visits are scheduled correctly and communicated clearly with counseling staff
  - Respond to inbound calls to the general Ready Nest office number and forward details to staff / leadership as needed
  - Work closely with marketing staff to track leads and engage our referral partners in the community
- Retention
  - Assist Intake Coordinator in reassigning clients as needed during counselor leave or transition
  - Assist in counselor check-ups for closed inquiries and prior clients



- Billing
  - Facilitate sliding scale applications as requested and seek Intake Coordinator's approval of client's initial session rate
  - Follow-up with counselors and clients to resolve unpaid balances and troubleshoot billing errors
  - Facilitate client rate adjustments as approved by the Intake Coordinator
- Office
  - Maintain accurate records and updates as needed for counselor availability and caseload
  - Manage office availability and scheduling
  - Capture reporting of office utilization and make corresponding updates to schedule as needed
  - Assist with scheduling and coordination for team events both virtual and in person

## Requirements

- Bachelor's degree in business administration, communications, psychology, or a related field
- At least 1 year of relevant work experience in accounts receivable, billing, customer service, or mental health services

## Qualifications

- Ability to multi-task and stay organized between multiple work tasks
- Computer and phone skills necessary
- Proficient in Google Suite, Simple Practice, and additional software as needs arise via on-the-job training
- Maintain extreme sensitivity and professionalism with client information
- Communicate with clients and Ready Nest staff in a timely manner
- Able to commute to and complete work from the Ready Nest offices as needed