

Administrative and Operations Coordinator

JOB SUMMARY:

The **Administrative and Operations Coordinator** is responsible for administrative tasks at Zimzum Consulting and the development and implementation of insurance and credentialing processes.

This is a part-time position with the potential to evolve to a full-time position with growth and development.

To apply: Internal applicants send letter of intent to josi@zimzumcc.com

External applicants send cover letter, resume, and 2 letters of recommendation to josi@zimzumcc.com

RESPONSIBILITIES:

1. Answer calls, respond to inquiries and intake requests to process new inquiries for services at Zimzum
2. Onboard new clients through the process of their first session with a consultant, ensuring the handoffs are clear, direct, and personable
3. Ongoing communication with the CEO, consultants, and Zimzum team regarding requests and needs to ensure proper care of our clientele
4. Attendance at staff meetings, development meetings, and Zimzum community events
5. Insurance problem solving and billing as needs arise
6. Billing for schools and organizations or other contracts
7. Project work with and for the leadership team for current and future clinical staff at Zimzum
8. Development of insurance and billing processes in coordination with the CEO, Owner to streamline ethical processes for billing that are the most beneficial for our clients
9. Report on billable hours and turn around time on payments with insurance and private pay clients to inform billing processes within the organization
10. Observes confidentiality and safeguards all client related information.
11. Immediately reports to Supervisor any compliance or billing issues
12. Coordination and maintenance of master calendar for office sessions, events, and classes
13. Support social media coordinator and any additional marketing promotion for events and services

14. Office maintenance responsibilities such as organizing, tidying, maintaining creative and therapeutic spaces
15. Adheres to Agency standards and consistently interprets and accurately performs all assigned responsibilities.

QUALIFICATIONS:

1. Understanding of philosophy and goals of the Agency
2. Associates or Bachelor's degree in Human Services (or related major)
3. 2+ years experience working with insurance, managed care providers or in the education field not required, but preferred
4. Flexibility, creativity, and interest in learning, and adapting to a growing organization