

Job Description

Administrative Support and Media Coordinator

Organization: Zimzum Consulting, LLC

Location: [Emmaus, PA](#)

Position Type: W2 Part-Time hourly, 8-12 hours per week / can combine this role with a W2 Part-Time hourly billable clinical role

Reports to: Executive Director and Director of Operations

About Zimzum Consulting

Zimzum Consulting is a trauma-informed Applied Behavior Analysis (ABA) organization dedicated to the growth of individuals, families, and organizations through collaboration. We believe that compassion + science = transformation. By promoting awareness and teaching functional skills, we help our clients navigate life's unexpected challenges while honoring their full humanity. Our approach is strengths-based, celebrating differences and ensuring every individual has a voice in their journey toward wholeness.

Job Summary

The Administrative Support and Social Media Coordinator serves as the operational backbone of Zimzum. You will manage daily administrative tasks on the backend while maintaining a welcoming, organized space in the office. This role is perfect for a detail-oriented professional who wants to grow with a human-centered organization that prioritizes ethical, client-focused care.

Key Components

- Maintenance of the office
- Processing new referrals
- Billing and Management of the Clinical Calendar
- Social Media Posting

Key Responsibilities

- Client Intake & Onboarding: Manage phone inquiries and service requests. Manage all administrative tasks to onboard a new client and guide new clients through to their first session, ensuring handoffs to consultants are clear, direct, and personable.
- Daily Billing Functions: Direct implementation of insurance and billing workflows. This includes the hands-on execution of daily billing procedures to ensure streamlined processes that align with ethical compliance practices.
- Operational Support: Coordinate and maintain the master calendar for office sessions, events, and classes.
- Compliance: Maintain strict confidentiality and safeguard all client information. Immediately report any compliance or billing issues to supervisors. Maintains utilization tracking including precise spreadsheets tracking client authorized hours, authorization timelines and rendered billable hours to prevent overages or lapses in care.
- Financial Reporting: Track and report on billable hours for weekly and monthly consultant invoicing to ensure organizational processes.
- Insurance Problem-Solving: Report insurance billing discrepancies or delays to the Insurance Solutions Specialist or Executive Director as soon as they arise.
- Office Management: Manage office maintenance including watering plants on a schedule, tidying and resetting therapeutic spaces so they are ready for sessions, organizing and maintaining the resource library, and overall maintenance of creative and therapeutic spaces to ensure a welcoming environment.

- Team Collaboration: Participate in Leadership meetings, development sessions, and Zimzum community events.
- Social Media Content Creation & Management: Develop, schedule, and publish high-quality text, image, and video content that aligns with our brand voice and promotes activities and events ongoing at Zimzum.
- Editing: Edits content contributed by consultants to ensure professional voice and brand alignment.
- Community Engagement: Monitor social channels and respond to comments, inquiries, and direct messages in a timely, professional manner.
- Analytics & Reporting: Track key performance indicators (KPIs) like engagement rates and follower growth, providing regular reports with recommendations for improvement.
- Trend Monitoring: Stay up-to-date with current social media trends, platform updates, and competitor activity to identify new opportunities.
- Collaboration: Work with marketing, design, and sales teams to ensure consistent messaging across all digital touchpoints.

Qualifications

- Education: Associate's or Bachelor's degree in Human Services, Psychology, Business, or a related field.
- Experience: 2+ years of experience working with insurance providers, managed care, or within the education/mental health field is preferred but not required.
- Mission Alignment: A deep understanding of and commitment to Zimzum's philosophy of trauma-informed care and collaborative growth.
- Soft Skills: High levels of flexibility, creativity, and a genuine interest in learning and adapting within a rapidly growing organization.
- Technical Skills: Proficiency in office management software, calendar systems, and a willingness to learn insurance credentialing platforms.

Salary & Benefits

As a valued W2 salaried team member, you will receive a comprehensive benefits package designed to support your professional growth and personal well-being:

- Financial & Tax Support:
 - Semi-monthly payroll with the organization covering the employer portion of payroll taxes (8-10%).
 - Paid Travel: Travel time between client locations is compensated at your regular hourly rate.
- Health & Wellness:
 - Direct Care Health Plan: Immediate access to a free Direct Care health plan upon start.
 - Healthcare Stipend: \$200 monthly (\$2,400 annually) via a QSEHRA program to offset marketplace premiums, including expert assistance in plan selection (eligible after 90 days).
 - Fitness & Wellness: Full access to Zimzum Gym and participation in our internal Wellness Incentive Program.
- Paid Time Off (PTO):
 - 10 days of paid vacation annually (eligible after 90 days).
 - Paid time off for all major holidays.
 - Winter Break Sabbatical: Paid time off for the entire week between December 25th and New Year's Day.
- Career Advancement & Clinical Support:
 - Supervision: Weekly BCBA supervision and ongoing professional development provided at no cost.
 - BCBA Candidate Support: Up to five (5) hours per month of paid time dedicated to "unrestricted hours" for those pursuing BCBA certification.
 - Professional Networking: Annual registration coverage for one professional conference.

How to Apply

- Internal Applicants: Please send a letter of intent to Josi at josi@zimzumcc.com
- External Applicants: Please send your cover letter, resume, and two letters of recommendation to Josi Garcia at josi@zimzumcc.com