

## Office Administrator



**Who we are:** Located at the Hope Center in Plano, TX, Hope for the Heart is a worldwide biblical caregiving, coaching, and counseling ministry providing biblical hope and practical help for life's challenges. We're passionate about helping people apply God's Word to life. We pray that God will use our biblical resources to help people in need overcome challenges, grow personally, and become people helpers.

**Department:** HopeWorks

**Type of position:** Full-time, Non-Exempt

**General Description:** This role serves as a contributor on a variety of resources, needs, and special assignments. It functions to support Hope for the Heart's counseling department – HopeWorks (HW), in a fast paced, hands on, task oriented, team environment, while exercising good judgment in the handling of highly confidential and sensitive information.

### Key Responsibilities:

- Perform heavy front-line administrative support
- Scheduling appointments on behalf of HW's counseling team
- Answer, screen and forward calls as needed
- Order office supplies, archive documents, reconcile credit card accounts, data entry and research, other administrative/clerical tasks
- Work with Privacy Officer to ensure HIPAA Standards are met in the office
- Manage and keep Simple Practice scheduler updated; Create excel spreadsheets through Simple Practice of our monthly revenue; make copies of reports for our records
- Create a monthly Snap Shot of new and seen clients
- Confirm cash, check totals and deposits to Finance Department
- Assist Medical Management organization with insurance filings for HW's Psychologist
- Create an account in Simple Practice for new Counselors and introduce them to scheduling/billing basics
- Ensure marketing materials are in stock and ordered when necessary

### Qualifications:

- Bachelor's degree (B. A.) or equivalent; or five or more years related experience and/or training; or equivalent combination of education and experience
- EHR and Practice Management software preferred
- Excellent MS Office knowledge
- Outstanding organizational and time management skills
- Professional confidential discretion

**To Apply:** Email your cover letter and resume to [jobs@hopefortheheart.org](mailto:jobs@hopefortheheart.org). No calls, please.

**For an overview of our ministry and to view more career opportunities, visit our website at**

**[www.HopeForTheHeart.org](http://www.HopeForTheHeart.org)**