

Landing Strong – Reception & Data Management

Who We Are:

Landing Strong is a non-profit organization dedicated to supporting military members, veterans and first responders who are experiencing the effects of operational stress injuries. Our team of mental health professionals have specialized training in trauma recovery. We have created community-based health and transition programs to support both active duty and retired members.

The Position:

This is an entry level fulltime position providing administrative support specifically for reception and data management and would be for 5 days a week located in our Windsor office. **This is not a remote position.**

Required Skills:

- Client/Participant focused and friendly phone manner.
- Friendly warm and welcoming personality
- Proficient with all Microsoft Office programs
- Detail oriented and organized.
- Ability to work in busy office setting with ability to multi-task with a smile.
- Experience with document and data management.
- Experience with medical billing and client booking system considered an asset.
- Enjoy working with different individuals from multiple walks of life with differing perspectives and personalities.
- Able to work with tact, diplomacy, confidentiality and respect of colleagues and clients.

Qualities:

- Excellent listening and communication skills.
- Kind, caring and a team player.
- Keen attention to detail and have a love of learning.
- Takes pride in a job well done, is driven, and takes ownership for responsibilities assigned
- Excellent people skills.
- Takes a collaborative approach to problem solving.
- A commitment to the mission of Landing Strong.

Key Responsibilities (not limited to but including):

- **Reception duties**
 - Greet clients, answer phone calls, and respond to voicemails in a timely manner.
 - Monitor general email accounts
 - Schedule client appointments
 - Managing clinician schedules
 - Manage waitlists
 - Manage office allocations
 - Take referrals
 - Pull files for clinicians daily

- File, Fax and Scan for staff in timely manner
- General admin support for staff as required.
- **Billing duties**
 - All in person billing
 - Daily cash reconciliation
- **Greenspace Platform Coordination, Operational Oversight & Support:**
 - Maintain, oversee and monitor the Greenspace platform
 - Follow up with clients and/or therapists on completion of intake questionnaires and program feedback forms.
 - Troubleshoot client and staff Greenspace challenges
 - Troubleshoot technical issues
 - Facilitate training of new staff members on the Greenspace Platform.
 - Maintain inventory of electronic devices
 - Facilitate administration of questionnaires in groups

If you are interested in being part of a positive, powerful (and fun) team of dedicated individuals looking to reduce isolation and better the lives of others then we would love to hear from you.

This is an entry-level position. Compensation is based on experience. This competition closes April 25th at 4pm. Interviews will take place the week of April 28th and the position will begin shortly thereafter.

Please send cover letter and resume to:

deaton@landingstrong.com or apply on Indeed.

The successful candidate will be required to get a criminal record and vulnerable sector report prior to employment. This position will be subject to a 3-month probationary period.

While we thank you for your interest in a position working with Landing Strong, only those candidates receiving interviews will be contacted.