



ADMINISTRATIVE ASSISTANT

ABOUT ANCHOR PSYCHOTHERAPY, INC.

Anchor Psychotherapy, Inc. is a psychotherapy practice based in Pasadena, California that provides individual, family, and group therapy to children, teens, and adults. Anchor Psychotherapy, Inc. is a private practice setting, wherein Associate Marriage & Family Therapists are provided with opportunities to refine their therapeutic skills working with children, teenagers, and adults struggling with a wide range of presenting problems, while supervised.

POSITION DEFINITION

Under general supervision, the Administrative Assistant performs a variety of clerical and administrative duties in support of the CEO of Anchor Psychotherapy, Inc. and therapists on staff. The Administrative Assistant will provide direct support to practice owner with a variety of administrative tasks, including but not limited to, answer phone calls, maintain client and staff records, coordinate new hires, onboarding, and training, coordinate billing issues with clients, and reconcile biweekly payroll.

COMPENSATION

- \$20 - \$25/hour, depending on experience
- This is a W-2 position, and taxes/deductions will apply as such.

SUPERVISION RECEIVED AND EXERCISED

Receives general and clinical supervision from Anchor Psychotherapy, Inc. CEO & Clinical Supervisor Bren M. Chasse, LMFT. Exercises no direct supervision of staff.

ESSENTIAL TASKS

- Provide support for the day-to-day function of the group practice.
- Answer and screen all incoming client calls, maintain client tracking form, coordinate referrals with Owner/supervisor.
- Provide additional support to salaried staff with caseload tracking, deliverables, and receivables.
- Provide community referrals when appropriate.
- Attend staff meetings, take notes, track ongoing tasks.
- Setup new client files and ensure all intake paperwork is appropriately uploaded into HER.
- Billing and payroll coordination and reconciliation:
 - Every two (2) weeks, in accordance with the established payroll schedule, Employee will reconcile all billing/client payments with the corresponding reports from IvyPay. Employee to ensure all clients were properly involved, charged, and IvyPay platform payouts are correct and current. Employee will work with the appropriate clinician to resolve any billing errors and/or discrepancies.
 - Every two (2) weeks, in accordance with the established payroll schedule, Employee will provide Owner with total amount and form (cash, check, credit card) of sales per clinician, total amount of credit card fees resulting from sales per clinician.
 - Every two (2) weeks, in accordance with the established payroll schedule, Employee will reconcile clinician fee tracking form with IvyPay payment records and identify any discrepancies. Any discrepancies to be reported to Owner to address with appropriate clinician.

- Employee will advise Owner and appropriate clinician should payments be rejected (e.g., non-sufficient funds, expired credit card) so that clinician can contact the client to resolve the matter.
- Manage marketing contact lists through third-party partnership.
- Development of all practice marketing materials, to be approved by practice owner; email marketing, contact cards, flyers/brochures, practice templates.
- Onboarding and training new hires on office protocols and procedures.
- Regular & reliable attendance and task completion essential.
- Perform other duties as assigned.

QUALIFICATIONS

Required Education & Experience:

- High school diploma
- At least two years of responsible administrative support experience
- Knowledge of:
 - Support and office management procedures and methods
 - Techniques for providing a high level of customer service by effectively dealing with the public, vendors, and practice staff
 - Modern equipment and communication tools used for business functions, including Google Suite, Microsoft Outlook, and Canva
- Proficient in Microsoft Office (including, but not limited to, Word and Excel)
- Ability to work remotely with minimal supervision

Preferred Qualifications:

- Prior experience in a mental health setting
- Experience working with a digital Electronic Health Records (EHR) system, especially SimplePractice, or similar databases

PHYSICAL DEMANDS & WORKING CONDITIONS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and hearing and speech to communicate in person and over the telephone. This position may occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and use office and therapeutic equipment.

Employees work in an office environment with mild to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter interpersonal situations in the course of their work. Occasional to regular evening and weekend work may be required as job duties demand.

EQUAL OPPORTUNITY EMPLOYER

Anchor Psychotherapy, Inc. is committed to providing a workplace free from discrimination or harassment. Decisions related to hiring, compensating, training, evaluating performance, or terminating are made fairly, and we provide equal employment opportunities to all qualified candidates and employees, regardless of age, ancestry, association with a member of a protected class, bereavement leave, color, disability, exercising the right to family care and medical leave related to serious health condition of employee or family member, child bonding, or military exigencies, gender identity or expression, genetic information or characteristic, marital status, medical condition, military or veteran status, national origin, pregnancy, childbirth, breastfeeding, or related medical conditions, race, religious creed, reproductive health decision-making, sex/gender, and sexual orientation. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.