



JOB DESCRIPTION

Title:	Counseling Center Coordinator
Department:	Counseling Department
Reports To:	Counseling Director
Pay Status:	Full Time Hourly - Non-Exempt 40 Hours
Revised:	September 9, 2019

General Summary and Objective: Responsibilities include providing administrative support to the counseling staff and to clients, maintaining the highest level of confidentiality. Must be compassionate, demonstrate the ability to respond appropriately in emotional client situations, and possess a genuine desire to further the growth and development of the Counseling Ministry at Crossroads Christian Church.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide administrative support to the counseling staff, including scheduling appointments, processing payments, planning and scheduling events on myCrossroads program, updating personnel on procedure and policy changes
- Greet clients and assist however needed in a positive and polite manner
- Answer and return phone calls, emails, and any other forms of communication within 24-hours during normal business hours for the Counseling Center
- Maintain and administrate software (NueMD), keeping administrative subs and counselors up to date on changes and upgrades to the system
- Set-up the FOCCUS Assessment for premarital clients
- Organize and assist clients with the Lending Library
- Maintain the Counseling Center website ensuring updated information
- Keep all printed materials, signage, and bulleting current, including keeping the Counseling Center's magazine subscriptions current
- Prepare weekly deposit for the Finance Team, bill the appropriate ministry for client sessions, submit receipts in a timely manner, and oversee Counseling Center budget
- Ensure mail is collected and distributed in a timely manner
- Order printed materials about the Counseling Center as needed, including business cards, appointment cards, and promotional brochures
- Keep supplies for daily operations, client needs, resources, equipment maintenance, ordered and stocked
- Collect time cards from each of the counselors and review for accuracy and submit to payroll team

Additional Responsibilities:

- Research outside resources for referrals
- Notify and register counselors for seminars, conferences, and events pertinent to their client base
- Manage out of office forms and other administrative paperwork
- Handle situations which may cause harm to the client or someone else if possible
- Perform additional duties as assigned

Requirements: (knowledge, skills, abilities, education, etc.)

- Fully committed follower of Christ
- Champion of vision, values, and culture of Crossroads Christian Church
- Ability to work in harmony with other staff members
- Exceptional model of personal integrity
- High School Diploma or GED
- Ability to convey a positive, professional image, and to maintain confidentiality
- Administrative Assistant experience preferred
- Demonstrate proficiency in Word, Excel, InDesign, and Database use, etc.
- Must be self-motivated, and able to prioritize responsibilities

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Physical Demands

While performing the duties of this job, the employee is required to talk and to hear clients, both in person, and while on the phone. The employee is required to stand, walk, reach with hands and arms, and use hands to finger, handle, or feel. Ability to perform light lifting and cleaning is required.

Position Type/Expected Hours of Work:

This position is full time, 40 hours a week, and requires a set schedule of 8:30 am - 5:30 pm Monday - Friday.

The statements listed are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of duties and requirements. This does not establish a contract for employment and is subject to change at the discretion of the employer.