

Employee Assistance Program Job Description

Title: Client Service Coordinator (EAP)

Reports To: EAP Director

Classification: Non-Exempt

Supervisory Responsibility: None

Salary Range: \$35,000-\$40,000

POSITION SUMMARY:

The Client Service Coordinator (EAP – Employee Assistance Program) provides office and reception support to the EAP Director and the Clinicians. The ideal candidate will be highly organized and proactive with strong attention to detail, excellent communication and proficient technology skills.

ESSENTIAL FUNCTIONS:

- Provide administrative, data entry, and systems support for staff
- Work with various team members, HR, Client Services, and Accounting to support work and ensure needs are met in a timely and professional manner
- Process and review invoices for accuracy
- Answer incoming calls, greet walk-in clients and/or visitors
- Accept mail from Post Office, distribute to office personal, and process overnight mail requests
- Order office supplies in coordination with Corporate
- Maintain an orderly appearance in the workroom, reception area
- File correspondence and other records as appropriate
- Make copies of correspondence and other printed matter
- Other duties as assigned to support organizational objectives

COMPETENCIES:

- Ability to communicate well both orally and verbally.
- Ability to read, write and interpret documents, routine reports and correspondence.
- Demonstrate a positive attitude and maintain composure and professionalism while multi-tasking
- Self-motivated self-starter able to identify and tackle a variety of issues
- Ability to work independently as well as in coordination with other members of team

REQUIREMENTS:

- High school diploma or equivalent required
- 1-3 years of administrative experience
- Intermediate knowledge of computer and Microsoft programs such as Word, Excel, PowerPoint and Outlook.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

WORK ENVIRONMENT:

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

PHYSICAL DEMANDS:

The ability to sit at a desk for extended periods of time. Ability to lift and carry files, and other paperwork. Must be able to lift 15 lbs.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00am – 5:00pm.

TRAVEL:

No travel is expected for this position.

EEO STATEMENT:

The Plexus Groupe is an equal opportunity employer.