



## Job Description: Clinic Office Coordinator

**Team:** Billing and Customer Service

**Location:** Marquette, MI – on-site (non-remote)

**Hours:** 7:45 AM - 12:30PM, Monday - Friday

**Compensation:** \$18.00+ per hour. Part-time with eligibility for full-time.

- Compensation is commensurate with skill level and relevant experience.

**A Little Bit About Us:** Located in beautiful Marquette, MI on the shores of Lake Superior. We are a growing multi-disciplinary health practice dedicated to providing outstanding care to our clients. We have a wonderful office space, dedicated support staff, and a mission to help others heal and realize their full potential.

**Our Mission:** Life Restoration and Wellness works diligently to restore the mental and physical health of our clients so they may live with passion, purpose, and direction.

### Here's a Taste of Our Benefits for Full-time Employees:

- Health insurance package
- 401(k) retirement plan with up to a 3.5% match/company contribution
- Daytime Schedule (Monday - Friday 8a-5p)
- No nights/weekends required
- No crisis work or travel
- Paid Vacation and Sick Time
- Paid Holidays
- Performance Bonuses
- Regular cultural activities like festivals, hockey games, and nights out!

### Where and How You'd Work:

Life Restoration and Wellness is located in the heart of Marquette, Michigan. We value our strong, unified team culture because we believe the best work is done together. We value work-life balance so we offer flexible work schedules to take the stress out of appointments, family obligations and other needs.

Every team member has a designated office and workspace (complete with a laptop computer, comfortable furniture and decorations). We have a spacious waiting area and dedicated office staff to take care of the administrative needs of clients and therapists.

### What You'd Do in This Role:

As an Office Coordinator, you're a bright, warm, and welcoming person who will ensure that all customers will receive an unmatched, red carpet experience. You're kind, caring, compassionate, intrinsically motivated, and a self-starter. **Lives will change for the better** because you came to work. You will be an integral part of the therapeutic team and work together with other team members who specialize in mental and physical health. You will provide a supportive service to our clients on their path to health, wellness, healing, and recovery. Specific duties in this role include taking customer calls, scheduling, emailing, faxing, medical billing, insurance inquiries, and other general medical office work. Interested applicants should submit a cover letter and resume to [CustomerService@LifeRestorationAndWellness.com](mailto:CustomerService@LifeRestorationAndWellness.com).

#### **You're Probably a Match If:**

- Your smile can be heard through the phone.
- You're energized by helping people.
- You're a whiz on a computer.
- You have a "can-do" attitude.
- You have 2+ years work experience in a medical office setting (preferably mental health).
- You have a working knowledge of insurance terminology verification, standards, and guidelines.
- You can type 50-80 WPM with 90% accuracy or greater.
- You have an excellent working knowledge of Google softwares (Gmail, Drive, Docs, Sheets, etc.)
- You have excellent interpersonal, organizational and time management skills.
- You have strong oral and written communication skills, with high attention to detail.
- You have a working knowledge and understanding of HIPAA guidelines, particularly as it relates to mental health.
- You have a strong business acumen and desire to grow.
- Enjoy managing multiple tasks and priorities in a fast-paced environment.

#### **What Winning Looks Like:**

- Provide a next-level, red carpet experience to clients.
- Maintain a positive, warm, and encouraging atmosphere.
- Optimize scheduling for growth and sustainability.
- Support therapists in their pursuit to provide world-class care.

#### **Other Stuff to Know:**

We're looking to do more than fill an empty chair. We're looking for people who are passionate about our mission. We believe in doing more than just talk therapy. Many of our clients tell us that our therapists are the first ones to **actually do something to help them, and not just talk**. This is more than a job. We help our clients with their challenges every day because we believe that true healing is possible. If you don't know much about us or our mission, we encourage you to visit our website and have a look!

If Life Restoration and Wellness sounds like a workplace where you can get excited about Mondays, apply today. We can't wait to hear from you!