**JOB DESCRIPTION**

| **Title** | INTAKE AND SOCIAL MEDIA COORDINATOR |
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| **Reports To**  | [INSERT TITLE/NAME]  |

**Job Purpose**

The Intake and Social Media Coordinator will work alongside the [INSERT TITLE] to manage the administrative, day-to-day, workflow in the office. This position entails completing the initial registration process for client intakes, maintaining regular contact with clients to ensure all bookings are up to date and keeping track of all [INSERT TYPE OF RECORDS E.G. MEDICAL] records and supplementary paperwork (e.g. billing statements, insurance documents etc.).

In addition, the Intake and Social Media Coordinator is responsible for handling the website and social media platform activity of the organisation. This includes coordinating with the [INSERT TITLE] to update the organisation's social media handles and content creation for the website.

**Key Responsibilities**

Key responsibilities include, but are not limited to the following:

* Welcoming new clients, and completing all aspects of the registration process.
* Completing the initial screening for new intakes.
* Collecting, organizing and tracking any personal or confidential information in accordance with provincial and privacy regulations.
* Creating, managing, and tracking all new intakes and bookings.
* Keeping track of client histories and documentation in accordance with provincial and privacy regulations.
* Liaising with clients to coordinate appointments, bookings, and waitlists.
* Connecting clients with the appropriate resources, referrals, and practitioners upon recommendation from the Clinic Director to meet client needs and availability.
* Maintaining regular contact with clients and documenting any information as needed.
* Managing the organization's primary email and responding to inquiries through phone and/or voicemail.
* Communicating with the Clinic Director with any changes pertaining to clients and appointments and supporting the Clinic Director as needed.
* Ensuring the smooth operation of day-to-day tasks and performing administrative duties with accuracy and efficiency.
* Providing recommendations and feedback to improve processes and operations.
* Troubleshooting, problem solving, and escalating any client concerns as needed.
* Updating and managing the online website and social media handles for the organization in compliance with company goals and values.
* Performing content creation for the website, blogs, and social media platforms.
* Supporting the organization with any workshops or seminars offered to clients or potential new intakes.
* Creating invoices, tracking payment methods and timelines and managing billing statements.
* Additional related duties as assigned.

**Core Competencies**

* Excellent communication skills via verbal and written methods
* Active and empathetic listening skills
* Ability to handle private and confidential information and documents in accordance with provincial and federal privacy legislation
* Strong problem-solving and conflict resolution skills and the ability to provide input for process improvements as needed
* Attention to detail and accuracy
* Time management and organizational skills
* Ability to multitask and perform multiple duties concurrently
* Ability to display professionalism, respect, and compassion toward clients at all times during in-person, telephone and virtual interactions
* Creativity and ability to engage future clients through digital and social media marketing strategies

**Key Qualifications**

* High school diploma or GED required
* Bachelor's degree, college diploma or equivalent professional certifications in a relevant field are considered an asset
* Proven previous experience in customer service, administration and/or social media marketing
* Previous experience working with Windows, Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and additional computer/internet softwares
* Strong social media knowledge and ability to operate social media handles
* Knowledge of tax receipting, CRA requirements, insurance requirements and billing statements

 **Working Conditions**

* The standard workweek for this position is [insert #] hours. The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* This position is remote/hybrid/onsite
* Extensive periods of time sitting may be required
* Regular in-person or telephone interactions with clients
* Discussed subject matter during new intake registration may be heavy or difficult to process
* Extensive periods of time using computers, digital devices, and telephones