



WESTMONT

Office Manager

Health Center / Counseling and Psychological Services (CAPS)

Position summary:

The Office Manager is responsible for providing comprehensive administrative support for both the Health Center and CAPS.

Qualifications:

Requirements include: Understanding of and personal support for the mission of the college; highly developed organizational skills, attention to detail, initiative, flexibility and professionalism; ability to manage multiple tasks and to meet deadlines; strong interpersonal skills and ability to work as a team player; exhibits a highly developed ethic of discretion and confidentiality; ability to write, proof, and edit correspondence, contracts, policies, procedures, and forms; minimum of 3 years administrative or receptionist experience recommended, preferably in a medical or counseling center setting; knowledge of or capacity to learn and utilize Microsoft Office Suite, VENDORLINK accounting software, electronic medical records and common medical terminology and pathologies.

Responsibilities:

- Welcomes students as they enter the building and establishes a warm and friendly office environment; describes and performs a check-in process depending on the nature of the visit. Rooms patients and acts as a clinical chaperone as needed.
- Serves as the initial point of contact for students seeking services. Interfaces daily with students, faculty, staff, and parents regarding services and needs. Directs students to appropriate college resources.
- Recognizes and comfortably deals with persons experiencing emotional distress and/or crisis.
- Provides administrative support for directors of both centers including maintaining files and forms, scheduling appointments, distributing incoming mail, and preparing written correspondences.
- Assists both directors in organization and communication of both centers' part-time staffing schedules.
- Communicates with outside provider offices as needed.
- Utilizes and maintains the EMR system.
- Maintains all assessment documentation from both centers that provide evidence of efforts to improve services.
- Maintains and updates statistical records as requested by either director
- Enters request for departmental payments and deposits using VENDORLINK
- Assists in marketing strategies to promote both centers and to disseminate educational materials related to issues of wellness.
- Assists in maintaining and updating the web pages of each center.
- Maintains a check-out process for loaning medical equipment.

- Ensures that new students receive Health History forms and all students/parents receive information on student health and counseling services.
- Joins the center directors and professional staff in developing goals, budget management, and staff development.
- Represents the centers at campus functions as requested (e.g. Orientation)
- Attends and participates in All Student Life Staff meetings and at the staff meetings of each of the centers as needed.
- Available to occasionally assist in the evening (e.g. educational programs, athletic physicals)
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers by sharing ideas and resources willingly, constructively and positively; respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Performs other duties as requested by the Directors.

Schedule:

8:30am-4:30pm, 4 days per week, during the days the students are in session; summer hours are flexible, approximately 5-8 hours per week.

Reports to:

Director of Health Services and the Director of Counseling and Psychological Services

Pay Range: \$17.90-\$26.11