

## **Part-Time or Full-Time Intake and Administrative Assistant - Edmonton Area**

Insight Psychological is a Great Place to Work Certified employer (2023) and two-time recipient of the prestigious Canadian Business Growth Award (2020, 2018), recognizing it as one of Canada's Fastest Growing Companies. We are one of Alberta's top providers of high-quality multi-specialty assessment and counselling services, and have been supporting individuals, families, groups as well as organizations in various sectors since 1997. Insight's Corporate Care division was launched in 2018 and specializes in employee training and management support on concerns related to workplace psychological health, safety, and injury. Insight currently has a diverse team of almost 50 therapists and organizational experts that provide online as well as in-person services across multiple locations in Edmonton, Calgary, and beyond. With excellence in service, integrity in action, and compassion in client care as our guiding principles, Insight strives to be the most trusted and sought-after provider of high-quality psychological care in every single community we serve.

Insight has been growing rapidly and is looking to fill a part-time and full-time Intake & Administrative Service position. This position plays a critical role in creating the best possible experience for our clients in every aspect of their interactions with our clients.

- We are hiring multiple candidates.
- This is a part-time (approximately 20-30 hours per week) or full-time (37.5-40 hours per week)
- Successful candidates must be able to provide a clear Criminal Record Check.
- We are looking for a candidate to cover evening and weekend shifts.
- Please note that we are looking for a candidate available to work year-round. This is not a summer employment opportunity.

### **We offer:**

- Group benefits, health spending account, matching RRSP, and learning subsidy for employees who work 24 hours or more a week.
- Starting wage of \$19 to \$20
- A caring and inclusive work environment.
- Opportunities for development and advancement as Insight continues to grow rapidly.

### **Responsibilities include:**

- Answer incoming telephone calls, return missed calls, and record written messages.
- Conduct client intakes, respond to inquiries, and book service appointments on our Jane client management platform.
- Greet clients/visitors and ensure proper client check-in upon arrival.

### Responsibilities continued:

- Anticipate and competently address clients' needs and concerns. Also promptly follow up with clients when promised to do so.
- Promptly and effectively respond to any arising client complaints or problems regarding their experience at Insight.
- Handle service payments.
- Provide administrative assistance to therapists, where appropriate.
- Complete various administrative/marketing/operational projects and tasks as assigned, including but not limited to word processing, data entry, filing, preparing marketing materials, making appointment reminder or payment collection calls, and general office maintenance.

### The successful candidate would possess the following traits, skills, and abilities:

- A warm and caring demeanor.
- Exceptional customer service skills.
- Strong ability to multi-task and stay busy.
- Is committed and reliable, and has a high degree of personal integrity.
- Must be sharp, quick-thinking, and an excellent problem-solver.
- Very self-motivated and a quick learner.
- Excellent capacity to manage and respond professionally to stressful situations.
- Can work well independently as well as be an excellent team player.
- Technologically savvy and have solid proficiency in the Google Suite of apps (Gmail, Sheets, Docs).

For more information about our organization, please visit our website at [www.insightpsychological.ca](http://www.insightpsychological.ca) and [www.insightcorporatecare.com](http://www.insightcorporatecare.com)

Job Type: Part-time

Pay: \$19.00-\$20.00 per hour

Schedule: Every weekend, Monday to Friday

**Review of applications will start immediately and continue until the right candidate is found. Interested and qualified individuals are invited to forward their resumes at their earliest possibility to:**

Christy Sandmaier

E-mail: [csandmaier@insightpsychological.ca](mailto:csandmaier@insightpsychological.ca)

We thank all applicants for their interest, however, only those selected for interview will be contacted. For more information about our organization, please visit our websites at [www.insightpsychological.ca](http://www.insightpsychological.ca)

