

WESTMONT COLLEGE

Office Manager

Health Center and Counseling and Psychological Services

Position summary:

Provides comprehensive administrative support for both the Health Center and the Counseling and Psychological Services.

Qualifications:

Requirements include: minimum of 3 years administrative/receptionist experience (preferably in a medical or counseling center setting); personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations; 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; highly developed ethic of discretion and confidentiality; ability to write, proofread, and edit correspondence, contracts, policies, procedures, and forms; knowledge of or capacity to learn and utilize Microsoft Office Suite, VENDORLINK software, electronic counseling and medical records software and web page software; aptitude and interest in learning common medical and counseling terminology.

Responsibilities:

- Welcomes students as they enter the building and establishes a warm and friendly office environment; describes and performs check-in process depending on the nature of the visit.
- 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 mail, and preparing correspondences.
- Assists both directors in some of the organization and communication challenges of both centers related to part-time staffing schedules.
- Communicates with outside mental health agencies.
- Maintains all assessment documentation from both centers that provide evidence of efforts to improve services. Assists in the annual creation of departmental DASHBOARDS.
- Maintains and updates statistical records as requested by either director.
- Enters request for payments and deposits using VENDORLINK. Alerts the directors when line item expenses exceed the budget allocated.
- 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.
- Insures that new students receive Health History forms and all students/parents receive information on student insurance.
- 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).

- 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:

9am-4:30pm during the days the students are in session; summer hours are flexible

Reports to:

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