



Mosaic Counseling

Where you are seen, heard, valued, and connected

Job Description:	Administrative Coordinator
Reports To:	Director of Operations
Compensation:	Beginning at \$20 per hour.
Hours:	Full-Time Hourly Non-Exempt; includes occasional evening and weekend hours.
Location:	Grand Haven, MI office location; serving Ottawa and Kent counties.

Mosaic Counseling is a 501©3 nonprofit agency that has provided vital mental health services since 1978. ***Mosaic County serves the mental health needs of a community through accessible, affordable, professional counseling, by connecting individuals to personalized support in their time of need.***

Mosaic Counseling is continuously growing, and the work environment is fast paced. Candidates need the ability and desire to navigate and thrive in such an environment. There are a variety of daily tasks, but the main focus of this position is to provide high-quality and consistent administrative support to the Mosaic team at large.

The ideal candidate will, first and foremost, believe in and be passionate about the mission of Mosaic Counseling. This passion is imperative to successfully advocate for the essential mental health services that Mosaic provides.

We would like to hear from you if you:

- are passionate about the mission of Mosaic.
- can contribute to a positive work culture.
- conduct yourself in a positive and collaborative manner.
- are driven and goals oriented (measurable).
- are a self-starter and take initiative to be creative and think outside the box.
- are able to multi-task on a variety of projects AND meet deadlines.
- are a relationship builder and always looking for opportunities to advance the mission of Mosaic.
- pay attention to details and pride yourself on accuracy.
- have a proven ability to plan and follow through.
- are punctual to the office and meetings.
- work with an urgency that matches the growing need for the accessible and affordable mental health services that Mosaic Counseling provides.
- have integrity and the ability to maintain a high degree of trust and confidentiality.
- are committed to diversity, equity, and inclusion.

Essential Duties and Responsibilities

- Manage and assign tasks to ensure an efficient office environment.
- Provide back-up assistance for phone coverage, intake scheduling, and greeting guests.
- Manage and maintain electronic documents storage.
- Maintain contact lists and create labels for special mailings.
- Manage requests for and documentation of therapist liability insurance and licensure.
- Assist with vetting prospective therapists for Mosaic's panel.

- Assist with registration and various other tasks for fundraising events prior to and at the event.
- Manage client-based surveys and results sharing.
- Schedule meetings and manage calendar invites for Executive Director and various Committees.
- Provide planning assistance for meetings, including ordering lunches.
- Track and write thank you notes for donations.
- Assist Finance Manager with various data entry tasks and mailings.
- Maintain folders for a variety of marketing purposes.
- Complete quality projects for client records management system (Salesforce platform).
- Assist in generating reports.
- Maintain meeting minutes as requested.
- Other administrative tasks and support as assigned.

Qualifications

- Associate's degree, preferably in business administration or related field, and evidence of ongoing professional development.
- Two plus years of experience and proven success in a similar role.
- Outstanding written and oral communication skills.
- Excellent proficiency in organizational and planning skills.
- Ability to work independently.
- Computer proficiency in Microsoft Office, WordPress, Canva, Salesforce or similar CRM.
- Experience in or familiarity with nonprofits.

Physical Demands and Work Environment

This position is a full-time hourly non-exempt position at Mosaic's main office in Grand Haven, MI. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Ability to carry and transport, sometimes heavy, items for events.
- Ability to work in an office environment requiring standing, sitting, keyboarding and movement around the facility.
- Ability to travel and attend off-site meetings and events.

Mosaic Counseling is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Please send your cover letter and resume to kim@mosaiccounseling.com