



Way to Grow Pediatric Therapy Office Assistant

About Us

Founded in 2019, Way to Grow Pediatric Therapy, Inc. is on a non-stop mission to improve the lives of children through highly relational and evidence-based therapeutic services for families in Central Illinois. Serving children ages birth to 18, our current offerings include evaluations and ongoing support for speech and language, occupational therapy, physical therapy, feeding therapy, lactation services, dyslexia services, audiology services, central auditory processing diagnostics and therapy + group enrichment offerings in our Peoria Heights-based center. Way to Grow is on the fast track for growth and we are looking for creative, compassionate individuals to join our team!

About the Opportunity

We are in search of a highly organized and compassionate professional to become a valued member of our team as a **Pediatric Office Assistant**. In this pivotal front desk role, you will serve as the first point of contact for our clients and families. Reporting to the Office Manager, you will play a crucial role in ensuring the smooth operation of our front desk and administrative functions. The ideal candidate will be highly organized, personable, and committed to providing outstanding customer service.

The Opportunity Essentials: A-Day-In-The-Life

- **Leading Check-In and Check-Out Procedures:** Greet and assist families in a friendly and professional manner upon arrival. Ensure a smooth check-in process, transition into therapy, and check-out procedure to guarantee a positive experience for families.
- **Phone Communication Management:** Answer and direct phone calls promptly and courteously. Take messages and respond to inquiries in a timely manner.
- **Appointment Scheduling and Calendar Maintenance:** Schedule appointments for therapists and provide adequate documentation and communication. Maintain calendars to ensure accuracy and organization.
- **Client Intake Coordination:** Coordinate intake processes for new clients. Collect necessary paperwork and insurance information efficiently.
- **Patient Accounts:** Accept and process payments to make the check-out process smooth and to support the expectation of time-of-service payment.
- **Billing and Insurance Support:** Assist with billing and insurance-related inquiries. Collaborate with the Office Manager and billing department as necessary.
- **Reception Area Maintenance:** Maintain cleanliness and organization of the reception area and common areas to create a welcoming environment.
- **Mail and Delivery Management:** Manage incoming and outgoing mail and deliveries promptly and efficiently.

- **Administrative Assistance:** Assist with various administrative tasks such as data entry, filing, and photocopying as needed. Perform any other duties as assigned by the Office Manager or leadership team.
- **Office Operations Collaboration:** Collaborate with the Office Manager and other administrative staff to ensure efficient office operations.
- **Confidentiality Adherence:** Adhere to confidentiality guidelines and always maintain client privacy.
- **Professional Growth:** Participate in training sessions and professional development activities to enhance job knowledge and skills.

Your role is pivotal in creating a warm and efficient environment, reflecting our commitment to exceptional care each moment we encounter + serve children + families.

Our Ideal Candidate:

- High school diploma or equivalent at minimum-- Associate's degree, or certification in medical office administration and/or equivalent experience is a plus.
- Proven experience in a customer service or administrative role, preferably in a healthcare or pediatric therapy setting.
- Excellent communication and interpersonal skills, with a courteous and professional demeanor.
- Excellent organizational skills. Communication and adaptability, with a keen attention to detail.
- Proficient in relevant software applications, including electronic health record and billing systems, *required. Preference for Fusion Billing Software and Microsoft Suite experience.*
- Compassionate in supporting families, the team and yourself.
- Commitment to providing empathetic, exceptional customer service in a family-centered environment.
- Eager desire to take initiative + bring your unique talents + expertise to our private practice.
- Ability to pass a background check, *required.*

Note: While meeting all qualifications is ideal, we understand that not all candidates may possess every qualification. We encourage individuals who meet the majority of the criteria and demonstrate a strong willingness to learn and grow to apply for this position.

Benefits

- **Competitive Compensation:** We offer a competitive salary commensurate with experience and qualifications.
- **Retirement Savings:** Access to a retirement savings plan with up to a 3% match

- **Professional Development:** Opportunities for ongoing training and development to enhance your skills and career growth + expand your understanding of pediatric therapy practice.
- **Generous Paid Time Off:** Enjoy a generous leave policy that includes opportunity for utilization for vacation, sick leave, and holidays.
- **Work-Life Balance:** We value harmony within personal + professional lives and strive to create a supportive and flexible work environment.
- **Family-Centered Culture:** Join a team that prioritizes family-centered care and fosters a positive and inclusive workplace.
- **Collaborative Team Environment:** Be a part of a collaborative + dynamic team dedicated to making a positive impact on the lives of children and their families.

Way to Grow Pediatric Therapy and Enrichment Center is an equal opportunity employer, and we encourage candidates from diverse backgrounds to apply.

At Way to Grow, *teamwork* really does make the dream work. We pride ourselves on being a *highly collaborative, innovative, and supportive* group of colleagues. Our work environment is *solution-focused, energetic, and flexible*. Unsurpassed *encouragement and open communication* are the foundation of our success. We emphasize *continuous learning* and *professional development opportunities* so that we can best serve the ever-growing needs of our clients.

Way to Grow has firm roots in Central Illinois with *limitless, dynamic growth on the horizon*. We are looking for individuals who are innovative to maximize potential, eager to contribute, and who truly want to help kids in our region reach new heights!

Job Type: Part-Time, Front Desk/Receptionist

Salary: \$14-16 per hour

Expected hours: 25-30 hours

Ideally Monday – Thursday 7:45 AM – 12:00 PM, Friday 7:45 AM - 6:30 PM

Work Location: In person