



CLIENT CARE COORDINATOR

Date posted: December 17, 2025

Pay: From \$15.00 per hour

Job description

Location: Suffolk, VA 23434 (In-person)

Hours: 15–18 hours per week

Job Type: Part-time W2

Work Location: In person

Compensation: \$15/hr during 90-day probation; increases to \$18–\$21/hr upon successful completion

About Us

We are a Christian-based counseling practice committed to excellence and compassionate care. We are seeking a professional and detail-oriented Client Care Coordinator who understands office decorum, can work independently, and follows direction with consistency. This role works directly with and in support of the Practice Owner to ensure the highest level of client care, office organization, and administrative support.

Responsibilities

- Greet and assist clients with professionalism and warmth
- Support therapists by managing client flow in and out of sessions
- Answer phones, check voicemails, and manage office communications
- Maintain office cleanliness, organization, and professional appearance
- Verify new client insurance benefits using pVerify and report inactive coverage
- Follow up with clients regarding portal setup, unpaid balances, and no-shows (per policy)
- Provide direct support to the Practice Owner, including assistance with administrative tasks, communication follow-ups, and special projects as assigned



- Carry out all duties under the direct supervision and leadership of the Practice Owner and Assistant Clinical Director

Qualifications

- Associate's degree required
- Previous administrative or office coordination experience (healthcare or counseling office preferred)
- Strong sense of professionalism, confidentiality, and decorum
- Ability to work independently while strictly following established protocols and leadership direction
- Excellent organizational and communication skills
- Tech-savvy and able to learn scheduling and verification systems quickly
- Must demonstrate reliability, consistency, and respect for leadership authority
- Comfortable working closely with and providing direct support to the Practice Owner

Compensation

- \$15/hr during a 90-day probationary period; within the first 90 days.
- \$18–\$21/hr after probation, based on performance
- This is a part-time, in-office position with a fixed schedule:
 - Tuesday: 10:00 AM–4:00 PM
 - Wednesday: 10:00 AM–4:00 PM
 - Friday: 10:00 AM–1:00 PM
- Total: 15 hours per week minimum, 18 maximum

How to Apply:

- Email cover letter and resume to: administrator@releaseit757.com
- Please complete the employment questionnaire:
<https://forms.gle/H7WktNasBdVmsSZN8>