



Part-Time Client Care Coordinator Role Description

Key Result: *what impact I have*

I assist the Client Care Manager, and am the front-line worker holding a positive and professional image of the organization to all points of contact.

Key Objectives: *what I own*

1. I support the Client Care Manager with administrative and operational tasks
2. I assist with scheduling and billing

Reports To	Client Care Manager or Clinic Owner
Manages	n/a
Works Closely With	Clients, Physiotherapists and Other Client Care Coordinators
Pay	\$16.00 - \$20.00 per hour depending on experience and commitment
Hours	8 - 40 hours per week depending on clinic needs

Key Responsibilities: *how I do it*

Responsibility:	Performance Indicators:
Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.	- Tracked in task list
Take and record telephone, e-mail, or written messages for	- Subjective feedback



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staff members.	
Scheduling and rescheduling appointments	- # of errors
Sends out all intake forms and confirmations for initial assessments.	- Tracked in track list
Taking payments and submitting Extended Health claims.	- # of errors
All homework/ roadmaps uploaded	- Frequency that 'to be uploaded' folder is emptied
Arrives on time and prepared for shift	- Subjective + objective feedback - Expectation of 5-10 mins early
Meets with your Client Care Manager or Clinic owner in 1:1	- Shows up ready and prepared
Seeks out feedback and support when needed	- Subjective reflection
Subjective helpfulness	- Feedback from physiotherapists
Positive contribution to morale	- Subjective reflection



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Additional Job Duties and Expectations:

- Consistently achieve KPG's Values in Action
- Embrace change, and don't shy away from new challenges
- Faxing any forms and requests provided by physiotherapists or client care manager.
- Prioritize tasks as needed.
- Assist Client Care Manager or Clinic owner in Daily Transactions reports
- Maintain organization of front desk
- Light cleaning (washing mats, toys, therapy equipment), garbage and recycling
- Responsible for opening and/or closing clinic and associated responsibilities
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
- Provide information to staff and/or clients about special activities.
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency.
- Accept and monitor inbound shipments as necessary.

Requirements:

- High school diploma or GED, or an acceptable combination of education and experience.
- Strong knowledge of general office procedures
- Superior typing skills
- Able to write simple correspondence, including memos, letters, etc.
- General mathematical skills.
- Ability to apply understanding to carry out instructions in written, verbal, or diagram form.
- Adjusts and is flexible to meet changing work needs and demands.



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- Knowledge of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Strong knowledge of Apple and Microsoft Office products
- Able to maintain online filing systems and basic databases.
- Excellent analytical and problem-solving skills.
- Meticulous records maintenance skills.
- Superior telephone manners and strong interpersonal skills.
- Strong written and verbal skills to communicate with all levels of the organization and its executive team.
- Strong customer service orientation.