



JOB DESCRIPTION

TITLE: Administrative Assistant and Scheduling Coordinator

Reports to: Operations Manager

Effective Date: December 11, 2025

SUMMARY

The Administrative Assistant and Scheduling Coordinator will manage and assist with a range of tasks that drive center performance and productivity. This position plays a key role in creating, updating, and managing therapy schedules, coordinating with the clinical team (BCBA/BCaBA/RBT), and ensuring learners receive the care they need while maximizing treatment time. The Administrative Assistant and Scheduling Coordinator is also a steward of Servant Leadership who acts in a way that supports the company's valued behaviors and is committed to meeting the needs of the team.

RESPONSIBILITIES

- Create and manage therapy schedules for learners and clinical teams (BCBA/BCaBA/RBT)
- Track attendance for learners and behavior technicians, ensuring compliance with treatment plans and policies
- Adjust schedules in real-time to cover call-offs – position requires adjusting the schedule outside of business hours to ensure learners are covered and staff are up to date on their schedule
- Collaborate with clinical staff to coordinate new learner onboarding and transitions
- Support general administrative tasks
- Maintain HIPAA and organizational compliance
- Be the first point of contact: greeting clients, answering calls, and contributing to a positive team culture
- Assist with payroll
- Assist with billing including weekly session note audits
- Assist with periodically updating the company website and Facebook page
- Assist the Operations Manager as assigned/required.
- Be a steward of change management by providing constructive and thorough feedback to improve systems and processes.

REQUIREMENTS

- Minimum of High School diploma or GED (Bachelors is preferred)
- Highly organized with excellent time management and multitasking skills
- Tech-savvy: comfortable using scheduling software
- Positive, energetic team player who communicates well
- Detail-oriented with good judgement and discretion

- A proactive approach to problem-solving with strong decision-making skills
- Dependable with a history of excellent attendance
- Ability to accept constructive feedback and develop knowledge and skill sets accordingly
- Adhere to HIPPA rules and regulations
- 1-3 years previous experience in an office setting with scheduling and billing experience (preferred)
- Consent to criminal background check

AT NORTHWOODS LEARNING CENTER WE OFFER

- Paid holidays
- Paid time off
- Retirement Plan with 3% company match
- Annual shutdown weeks during Christmas/New Years and Fourth of July

ACKNOWLEDGEMENT

My signature acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organization or departmental needs.

Name: _____ Date: _____