



## General Support Specialist

**POSITION TITLE:** General Support Specialist

**REPORTS TO:** Operations Coordinator

**CLASSIFICATION:** Part-Time, Non-Exempt

**COMPENSATION :** Commensurate with Experience

**HOURS :** Average of 20 hours/week with potential to increase hours.

**SCHEDULE :** Monday-Thursday 8:30 am – 1:00 pm, Friday 8:30 am - 12:00 pm. Must have flexibility to work other shifts as needed.

Submit Cover Letter and Resume to Kandy Shapiro at [kshapiro@thrivecc.org](mailto:kshapiro@thrivecc.org)

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**The Organization:** Thrive Counseling Center is a comprehensive mental health center in Oak Park, Illinois. Located just steps from downtown Oak Park, our center is easily accessible from both Chicago and the near west suburbs. Thrive Counseling Center is a 501(c)(3) non-profit organization that has served the community since 1898. For more than 120 years, Thrive Counseling Center has worked to alleviate suffering and empower individuals and families to live healthier and more hopeful lives through a range of professional mental health and community prevention services.

**Job Purpose:** Client Service at the Front Desk will be the focal point of this position which includes helping clients access services in a customer friendly manner and maintaining the confidentiality and integrity of clinical records. This position supports the Operations Team.

### Essential Job Functions/Responsibilities:

- Perform front desk duties including answering/responding to telephone calls, scheduling client appointments, collecting client fees and other supporting documents, distributing agency mail, and completing opening and/or closing procedures.
- Implement and monitor projects as directed by management and see the projects through to completion.
- Perform complex and confidential administrative support functions including written correspondence and data entry.
- Participate in the agency's Records Management department including components of Carelogic (electronic health record), paper file management, storage and destruction, release of records, including fees, and data entry of client information within supported internal and external systems.
- Generate memos, emails and reports when appropriate.
- Create/revise agency policies/procedures/forms, as needed.
- Respond to questions and requests for information.

**Accountability:**

- Reports directly to the Front Desk Supervisor.
- Documents all services provided according to agency policies, procedures and quality assurance guidelines.
- Adheres to all Agency policies and procedures.

**Qualifications:**

- Cooperative attitude, team player, strong interpersonal and communication skills, both oral and written.
- Excellent computer skills with knowledge of Microsoft Office and Teams, Word, and Excel.
- Excellent organizational skills with knowledge regarding all aspects of client records/maintenance.
- Excellent customer service orientation.
- Demonstrated ability to function with deadline pressure.
- Ability to handle multiple tasks and assignment with correct priorities.
- High School Diploma or GED; Bachelor's Degree preferred.

**Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee is frequently required to use hands to key, handle, or feel and reach with hands and arms.
- The employee is regularly required to sit, stand and walk.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision and ability to adjust focus.

**Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.