



PT Administrative Intern (15 hours)

Unpaid Internship, Part-Time
Department: Redeemer Counseling
Services

Report to: Scheduling & Services Coordinator
Date: June 1, 2022

To Apply: Send resume and cover letter to yoon.kim@redeemer.com

Hours:

- Approximately 15 hours/week; 8 hours will be in-office/in-person
- Flexible schedule during regular business hours (M-F, Daytime)
- Option to participate in counseling-related activities, such as training or supervision with permission and at additional hours.

Job Function:

Administrative Support: Composing correspondence over email, managing profiles on database systems, preparing online forms for meetings, and sending assessment invites for couples counseling. Assist RCS administrative team with front desk support to clients. Supply administrative support to clients and counseling staff.

Customer Service: Greet and answer questions from RCS clients & counselors in person, on the phone and through email.

Duties and Responsibilities:

1. Keep sensitive information confidential and handle with care.
2. Administrative Support: Prepare intakes for Scheduling Coordinator assignment meetings; help administrative staff with archiving clients in the database system; send & manage Prepare-Enrich assessments; other tasks, as assigned.
3. Attend weekly check-in meetings with the Scheduling & Services Coordinator.
4. Front-Desk Coverage, as requested:
 - a. Handle incoming/outgoing calls: provide information about our services, counselor profile, counseling related activities, etc.
 - b. In person greeting for all visitors. Assist visitors and staff as needed and directed.
5. Other responsibilities as assigned by the Scheduling & Services Coordinator.

Knowledge, Skills, and Abilities:

1. Attention to detail and organizational skills.



2. Word processing, computer, phone etiquette, and writing skills.
3. Ability to handle multiple tasks and to continue administrative work with interruptions.
4. Communication skills in working with customers and the public over the phone and by email.
5. Customer Services Skills especially the ability to deal with difficult people.
6. Ability to adapt to changes and maintain professionalism during crisis or any unexpected situations.
7. Proficiency in Microsoft Office; Google Workplace; G-Suite
8. Value teamwork and excels in collaboration.

Applicants must be enrolled in a current or upcoming school program to be considered for an unpaid internship. Vaccination against COVID-19 is required for this internship.