



**PSYCHOLOGICAL HEALTH SERVICES
FORENSIC PSYCHOLOGICAL SERVICES**
Ellerby, Kolton, Rothman & Associates
Registered Psychologists in Collaborative Practice
FPS THERAPY & SUPPORT SERVICES

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Administrative Support Staff & Accounts Receivable Clerk Position

Permanent full time, Monday to Friday

Forensic Psychological Services, a leader in clinical, civil and criminal psychological and mental health support services, is currently seeking exceptional candidates interested in a full-time opportunity as a valued **Administrative Support Staff & Accounts Receivable Clerk** in our clinical office located in downtown Brandon and providing support and services in our Brandon office and remote services to assist our Winnipeg Office Administrative Team. The schedule for this position will be Monday – Friday days. There is a potential for some evening work, which will be arranged on an as needed basis.

This position provides the opportunity to achieve self-fulfillment through working in an industry that has a tremendous positive impact on society, offers a positive work atmosphere that promotes wellbeing, productivity and growth, and a great team culture. It will be ideal for someone with a warm and welcoming manner, a proven background supporting a busy professional office and comfort working within a clinical environment. This role will appeal to an intermediate level assistant who is helpful by nature, has the confidence to manage the various tasks of a busy practice, and is looking for an excellent place to grow their career in administrative support.

The primary role of this position is to support the work and enhance the efficiency and organization of the clinical team. Responsibilities will include supporting overall office functioning, creating invoices and managing accounts receivables, along with front desk and telephone reception duties, assisting clients and visitors. This position works collaboratively with the entire administrative team. Specific responsibilities include:

Administrative Support:

- Greet and check-in visitors, create invoices, ensure the accuracy of billing codes, process payment and issue receipts, notify staff of client arrivals and managing the necessary paperwork.
- Answer, forward and direct incoming calls in a friendly and professional manner, take and retrieve messages for various personnel.
- Create, format, proof and distribute documents with accuracy for a highly skilled team of professionals.
- Set up client appointments and staff calendar organization.
- Communicate with clients and agencies on referrals and prepare service proposals.

- Client systems management, including set up, ensuring case information is sorted, scanned, and uploaded, entering and ensuring accuracy of billing codes, and contracts management.
- Assist with ensuring the waiting room is tidy, organized and inviting, coffee, tea and water supplies for reception and kitchen area are maintained, and prepare or arrange light snack trays for meetings and groups as required.
- Basic clerical duties such as scanning, faxing, office communications, printing, photocopying, file preparation and filing, archives maintenance, and other support functions as required.
- Take on administrative and support tasks as required at the request of the clinical team members being supported.

Accounts Receivable:

- Daily management of receivables, including posting payments.
- Manage accounts payable and receivable, including timely responses in a professional manner.
- Clearly and effectively communicate with staff and clients to assist with invoicing concerns.
- Assisting with client systems management to ensure accurate invoicing and receivables management, including editing, and ensuring the accuracy of billing codes.

Necessary Qualifications & Employment Requirements:

- 2+ years of experience supporting a professional office environment and accounts receivables.
- Proficiency within all Microsoft Office programs with advanced working knowledge of Word, Outlook, Excel, SharePoint, and Teams.
- Comfort within both PC and MAC platforms and the ability and interest in learning new programs.
- Minimum typing speed of 50wpm with a high level of accuracy.
- A great attitude, a strong sense of responsibility, attention to detail, excellent interpersonal skills, a calm demeanor, team-oriented, and abilities to take initiative and be a creative problem solver.
- Accounting certificate or diploma would be an asset but is not required.
- Candidates will be required to complete a criminal record check and must be approved to work with a vulnerable population.
- Candidate must be able to attend 1 week of training in our Winnipeg office location. Ongoing training will be offered virtually.

The benefits package offered with this position includes competitive salary; paid sick days; company matched pension plan; downtown parking; company events; benefit plan including dental; open and honest communications and a supportive working environment. We believe in the power of change and the possibility of bright futures for our clients and staff. Our success is a direct result of our professionals and support staff, and we provide a work environment that inspires exceptional service. For more information, visit us at www.FPSpsychealth.com

Please submit formatted cover letters and resumes (PDF or MSWord) by applying to FPScareers@fpspsychealth.com by 4:30pm on November 3, 2023. Those who meet expectations will be contacted via email regarding the next steps.