

Administrative Coordinator (Full-Time Position) In-person/Virtual Hybrid

The Motherhood Center (TMC) is a perinatal mood and anxiety disorders center committed to providing support for new and expectant mothers and families. TMC offers the nation's only non-hospital affiliated perinatal partial hospitalization program. In addition, the Center offers outpatient therapy, support groups and education for both patients and providers. The Motherhood Center was co-founded by Catherine Birndorf, M.D, a Cornell-trained reproductive psychiatrist with more than 20 years of experience in perinatal mental health.

Job Summary:

This is a full-time salaried position in person/ some virtual at our midtown Manhattan office. The Administrative Coordinator is one of the most important roles at The Motherhood Center, providing an initial point of contact to pregnant and postpartum people struggling with maternal mental health conditions, in search of support and clinical care. The Administrative Coordinator is a key member of the administrative team, handling tasks that are critical to the daily operations of the center, including but not limited to:

- Act as first point of contact for new and expecting mothers/birthing people seeking support and treatment for their PMAD.
- Approach patients with empathy and confidence in our ability to help them feel better.
- Manage phone calls and emails from patients and potential patients including clinical screening questions.
- Provide administrative support to all clinical staff, including, but not limited to, managing patient scheduling, communicating refill requests and other patient needs, managing patient charts, ensuring expected lab results are returned, and tracking clinician capacity.
- Collaborate with our billing department to ensure appointment records are accurately logged and billed and issuing receipts to patients as required.
- Serve as back-up for various admin staff members as needed.

Qualifications:

- Experience working in, or strong interest in, healthcare preferred.
- Strong customer service skills required.
- Strong organizational and computer skills required: You will be working across multiple tools, including an EMR, a billing platform, Microsoft Suite and our payment platforms.
- Must be comfortable working in a start-up environment, where job responsibilities may shift, and flexibility is required.
- Experience working with diverse populations.

The Motherhood Center is an equal opportunity employer and is deeply committed to maintaining a diverse and inclusive community amongst its staff, trainees and clients. We seek to increase diversity across race, ethnicity and national origins, gender and gender identity, sexual orientation, disability, and socioeconomic background.

If you are interested in applying for this position, please send a resume to:
careers@themothhoodcenter.com.