

Part-time Client Relations Coordinator

Cornerstone Counselling is looking to fill the role of a Part-time Client Relations Coordinator to join our Edmonton team.

Who We Are

Cornerstone Counselling is an inclusive, faith-based, not-for-profit agency with a 45-year history of offering compassion, support, and healing to people from all walks of life. We believe that everyone who needs help, irrespective of faith, race, gender, lifestyle, or financial ability should have access to mental health care. Our diverse team of accredited professionals provides a wide range of mental health services for individuals, couples, families, teens, and children as young as four years old. Today, we are proud to recognize that our work has touched as many as 85,000 lives over our history.

We are currently looking for a Client Relations Coordinator to join our office as a part-time employee. As our clients' first contact, they must project a calm and welcoming attitude. The ideal candidate will have administration experience in an office setting and be available to work evenings and weekends. If you enjoy a collaborative work culture, apply to join our team today!

Qualifications and Requirements:

- Excel at multi-tasking and possess a customer service orientation
- Excellent verbal and written communication skills
- Strong keyboarding skills
- Intermediate user of MS Word, Excel, and Outlook and experience with Jane software is desired
- Experience in a reception or administration position is an asset
- Must be able to work evenings from 5:00 p.m.- 9:00 p.m., and Saturdays from 8:00 a.m.- 4:00 p.m.

Responsibilities may include:

- Manage a high volume of phone calls in a calm and pleasant manner
- Book appointments in the appointment program
- Handle client intakes in a supportive and non-judgmental manner
- Greet clients and ensure they feel welcome and comfortable
- Maintain client files and information on the database
- Process client payments and make deposits as required
- Make every effort to protect the confidentiality of clients and maintain files in a confidential manner

How to Apply:

Interested applicants can send their cover letter and resume via email to:

Deidre Martens, People & Programs Specialist: d.martens@cornerstonecounselling.com