



Therapy & Development Services

Intake and Scheduling Coordinator

Aspire Therapy is a growing company, and we are looking for **detailed-oriented** candidates to join our team as an **Intake and Scheduling Coordinator** at our **Madison and Verona WI** clinics. Candidates who are successful in this role are highly motivated team players who thrive in a professional work environment characterized by collaboration, communication, and attention to detail.

The **Intake and Scheduling Coordinator** will be part of a growing team that schedules and coordinates appointments with clients and their caregivers. This position ensures that client-specific requirements for provider specialty and location are met and that all services are arranged.

This role is a part-time 20 hour position (with the option to grow to full time) and a flexible work schedule **Monday-Friday**.

Responsibilities and Duties:

- Greet, check-in, and gather necessary information from clients.
- Schedules and confirms appointment dates and times with clients and their families.
- Manages appointments in online calendars and/or other Electronic Medical Records system.
- Ensures the appropriate steps are taken to cancel and/or reschedule services upon appointment change or cancellation.
- Communicates with clients regarding appointment scheduling, appointment changes, no shows, cancellations, and receipt of medical records.
- Prepares and sends scheduling emails to clients' caregivers.
- Coordinates therapy service schedules within Aspire clinic as well as with other outside providers.
- Handles and responds promptly to incoming calls, emails or faxes from physicians or clients requesting report status and/or information.
- Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent required. Associate's degree preferred.
- Minimum **two years clerical experience**; or equivalent combination of education and experience.
- Experience in a **medical office** or equivalent required.
- Must possess complete knowledge of general computer, fax, copier, scanner, and telephone.
- Must be knowledgeable of multiple software programs, including but not limited to Google Calendar, Google Drive, Microsoft Word, Outlook, Excel, and the Internet.
- Must be able to adapt to a high-volume communication environment.
- Must have flexibility and adaptability to support clients and team members in a fast-paced environment.

Who we are:

Aspire Therapy is a pediatric speech, occupational, and physical therapy clinic that operates in the greater Madison, WI area. At Aspire, we work together, supporting one another in providing the best evidence-based treatment approaches for our clients. We are an organization committed to professionalism, growth and fun!

Aspire Therapy offers competitive compensation, comprehensive benefits, PT and holiday pay and flexible scheduling!