

Job Description: Executive & Team Support Assistant

Position Overview

Covenant Counseling and Consulting is seeking a highly adaptable, long-term **Executive & Team Support Assistant**. This position is based primarily at our **Decatur** office, but will provide support to both our Decatur and Madison locations. This is a unique, dynamic role designed for an all-around utility player who will split their time between directly supporting the Executive Director and working alongside our existing office team.

In this role, you will act as a collaborative partner to our office staff, providing helpful backup capacity during high-volume periods and stepping in to cover duties when team members are on vacation. We are a faith-based practice with a warm, supportive environment. Our culture deeply values **teamwork, collaboration, loyalty, honesty, and a positive, drama-free workplace**. If you thrive on variety, love helping others succeed, and want a stable, long-term professional home where you can be trusted implicitly with absolute confidentiality, we want you on our team.

Core Culture Fit & Vital Attributes

- **Collaborative Team Player:** Maintaining a positive, cooperative, and professional presence alongside fellow administrative coordinators.
- **Absolute Trust & Confidentiality:** Handling sensitive practice data and executive tasks with complete discretion.
- **Versatile Mindset:** Possessing the flexibility to pivot from executive tasks to front-of-house support seamlessly to help the team.
- **Long-Term Dedication:** Seeking a permanent, stable position where you can grow roots and support our long-term mission.

Key Responsibilities

Executive Support & Culture Planning

- **Executive Care:** Manage the Executive Director's calendar, prioritize scheduling requests, and handle special administrative projects.
- **Culture Coordination:** Plan and execute internal staff days, team lunches, holiday events, and the annual Christmas party.
- **Supply Management:** Oversee the ordering of general office supplies and related materials to ensure smooth daily operations.

Multi-Role Office Support & Vacation Coverage

- **High-Volume Phone Support:** Actively jump in alongside fellow admin staff to help answer and route a large volume of daily incoming calls.

- **Cross-Trained Coverage:** Step in as a reliable backup helper for other coordinator roles (Client Coordinator, Intake Coordinator, etc.) during high volume times & when team members are out of the office or on vacation.
- **Specialized Operations:** Assist with medical records processing, and cross-train to support basic billing or insurance verification tasks during busy periods.

Qualifications & Skills

Required

- **Resourceful Problem-Solving:** A true "figure-it-out" mindset with the ability to troubleshoot diverse challenges independently—whether that means finding the best workflow solution or putting together a new piece of office furniture.
- **Tech-Savvy & Adaptable:** Strong technical proficiency with the ability to comfortably operate various software platforms, learn new programs quickly, and independently navigate unfamiliar technology.
- **Rapid Adaptability:** Exceptional ability to learn new office routines quickly and pick up almost any task smoothly.
- **High Conscientiousness:** Ultra-organized with an obsessive attention to detail; nothing slips through the cracks.
- **Interpersonal Excellence:** A warm, collaborative spirit built on honesty, integrity, and a desire to support your peers.
- **Discretion:** A proven history of maintaining strict confidentiality in professional environments.

Preferred (But Not Required)

- **Diverse Office Experience:** Prior experience balancing administrative duties alongside executive assistant tasks or successfully managing a variety of administrative tasks requiring prioritization and multi-tasking.
- **Medical/Mental Health Settings:** Exposure to HIPAA guidelines, medical records management, and/or health insurance processes such as insurance verification is highly beneficial.

Position Details

- **Job Type:** Full-time
- **Location:** Primarily Decatur, AL with support/occasional infrequent travel to Madison, AL (In-person)