

The Gottman Institute - Please see Gottman.com for more information

Assistant to the Director of the Couple Services Department
Work from HOME (Seattle area)

MAIL: Resume and Cover Letter to lwright@gottman.com and note "Couples Assistant Job" in the subject line.

Principals only. Recruiters please don't contact this job poster.

- Please, NO PHONE CALLS about this job!
- Please do not contact job poster about other services products or commercial interests.

*Hours/Status: Part-time: 25 hrs/week. Five hours per day, Monday - Friday. Plus 5 weekends per year working at live workshops in Seattle. Monthly Staff meeting required at our Seattle office. Flexible schedule.

*Office Location: Work from Home

*Salary Range/Benefits: \$16 - \$18 per hour DOE

* Available: February

Primary Responsibilities:

Customer Service

- Use clinical intake/referral skills to assess the appropriate type of assistance for each customer
- Conduct mental health assessments for Domestic Violence, Depression, and Suicidality
- Respond to inquiries via phone or email in a warm, professional and timely manner
- Assist customers with Workshop registrations and referrals as appropriate

Administrative Support

- Process workshop registrations, transfers, etc. through automated ordering system
- Maintain CRM database with all customer contact
- Interact with Order Entry system, Online Store and other specialized programs.

Assist at Live Couples Workshops 5 times per year

Minimum Qualifications:

- Bachelor's degree in Psychology or Social Work
- 2 years clinical intake/referral experience in Mental Health setting
- 1 year assessment experience with Domestic Violence, Depression, and Suicidality.
- Adherence to HIPAA regulations and other standards of professional confidentiality
- Excellent customer service skills
- Strong administrative experience and attention to detail - must easily navigate MS Word, Excel, CRM database. Ability to learn specialized software.
- Home office set-up including computer, printer and high speed internet connection, in Seattle-area location. Candidate's home office set-up must be arranged to assure customer confidentiality in phone conversations, data entry, and records and reports.

- Excellent communication & writing skills
- Self-motivated, must work well independently and collaboratively with an enthusiast, committed team

Strong Preference Given to Candidates with the following:

- Master's degree in counseling related field
- Strong technical skills and familiarity with current technology applications and options
- Bi-lingual ability, including ASL interpreting
- Familiarity with community resources

Our Posting Deadline: until position is filled

Email resume with cover letter (required) to lwright@gottman.com, noting "Couples Assistant Job" in the subject line. While we thank each applicant for his/her interest, only those individuals selected for an interview will be contacted.