Administrative Coordinator

Aylara Pelvic Health
Reports To: Clinic Director

About Aylara Pelvic Health

Aylara Pelvic Health is a specialty clinic dedicated to pelvic health through all phases of life. We serve women (and men) through prenatal and postpartum recovery, pelvic pain, incontinence, prolapse, orthopedic dysfunction, menopause, and return-to-sport care.

Our standard is clinical excellence paired with dignity, discretion, and empowerment. We operate within our values: faith, love, commitment, accountability, and gratitude.

This is not a general outpatient role. It is a focused, purpose-driven pelvic health position inside a mission-aligned clinic.

Position Overview

The Administrative Coordinator is the operational anchor of the clinic. This role ensures that patients feel welcomed, schedules run smoothly, documentation flows accurately, and clinicians are supported.

This is not a basic front-desk position. It requires discretion, organization, systems thinking, and the ability to protect a private, sensitive care environment.

You will be the first and last impression of the clinic.

Core Responsibilities

Patient Experience

- Greet patients with professionalism and warmth
- Maintain confidentiality and privacy at all times
- Manage check-in and check-out processes
- Collect payments and manage financial conversations clearly
- Assist patients with scheduling and rescheduling

Scheduling & Workflow

- Manage provider schedules efficiently
- Minimize cancellations and open time blocks
- Coordinate new patient intake
- Ensure correct insurance and documentation setup

Documentation & Compliance

- Maintain accurate patient records
- Support HIPAA compliance
- Scan and upload documentation promptly
- Track referrals and physician communications

Financial & Administrative Duties

- Process payments and reconcile daily transactions
- Monitor outstanding balances
- Assist with reporting and KPI tracking

Clinic Operations

- Maintain a clean, calm reception area
- Manage supply ordering and inventory
- Support workshop registration and outreach efforts
- Coordinate internal communication between team members

Qualifications

- Prior administrative or medical office experience preferred
- Strong organizational and multitasking skills
- Clear and professional communication
- Comfort handling sensitive patient information

- High attention to detail
- Ability to maintain discretion in a pelvic health setting
- Basic understanding of insurance processes (preferred)

Preferred Experience

- Experience in a medical, PT, or wellness clinic
- Familiarity with EMR systems
- Experience managing scheduling software
- Background in customer service with high emotional intelligence

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Schedule & Compensation

- Full-time or part-time positions available
- Competitive hourly compensation based on experience
- Professional development opportunities
- Access to Aylara Pelvic Health benefits

Why Join Aylara

- Work in a specialty clinic dedicated to meaningful, life-changing care
- Be part of a mission-driven, growth-focused team
- Participate in structured mentorship and performance development
- Contribute to a professional, boutique clinical environment

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Who Thrives in This Role

- Highly organized individuals who enjoy structure
- Professionals who value privacy and discretion
- Team members who anticipate needs before being asked
- People who find fulfillment in helping others succeed behind the scenes