



Position Description Practice Administrator [Apply Here](#)

Position Overview

Together with the Business Manager, the Client Services Manager, and the Human Resources & Office Manager, the full-time Practice Administrator will provide excellent communication and client service during the intake process, efficient revenue collection from insurance companies, office management assistance, and complete other administrative projects in keeping with their skills and interests.

This is a hybrid position, with the majority of the work able to be done remotely. Our offices and staff events are generally concentrated on the north side of Chicago—in the Ravenswood, Lakeview, Uptown, Andersonville, and Rogers Park neighborhoods.

About Best Therapies

Best Therapies is a friendly, fun, and irreverent behavioral health group practice with an established history in Chicagoland. Clinical therapy services offered at Best Therapies include treatment of children, adolescents, adults, couples and families. As a practice with many clinicians in the queer, consensual non-monogamy and/or kink communities, we are actively dedicated to providing high quality care both inside and outside of those communities.

We work to create a collaborative, supportive environment that centers growth and career development, in addition to providing excellent client care. You can learn more at besttherapies.org.

Best Therapies Values

- Anti-racist
- Sex Positive
- LGBTQ+ Competent
- Clinical Growth
- Ethical Practice

Compensation and Benefits provided by Best Therapies

- This position's salary begins between \$50,000 and \$55,000 annually, depending on experience in a healthcare setting.
- Full-time administrative staff receive unlimited paid time off. We value balance in the lives of our employees, and help cover each other's duties as vacations are scheduled and sick time is needed.

- A 401(k) plan is available, with Best Therapies matching contributions up to a maximum of 4%.
- Access to health, dental, and vision insurance is provided. Best Therapies will cover a portion of your monthly health insurance premium. In 2025, we have four Blue Cross Blue Shield plans to choose from, as well as Delta Dental and Vision PPO plans.
- Long-term and short-term disability insurance plans, and a life insurance plan are provided.
- A PC laptop, monitor, keyboard, and mouse are provided to administrative staff. No personal computers will be allowed to be used for Best Therapies work due to HIPAA compliance requirements. A personal cell phone can be used to communicate as long as proper security measures are in place.

Duties/Responsibilities of the Practice Administrator

- 30 hours per week. The workday is flexible but should be consistent, and take place between 8 a.m. and 5 p.m. on the majority of days. The workday should start at the same time each day for the majority of days. There is a set of specific duties that need to be accomplished during each morning.
- This position is mostly virtual, with exceptions for occasional staff events, and for office check-ins on a backup basis only. There is the potential of an administrative office becoming available in summer 2025 if on-site or hybrid is preferred to virtual work.
- Respond to potential new clients' emails, voicemails and texts (to our business number) Monday through Friday, helping to match them with a staff therapist or intern. Inquiries that came in the previous day should be answered by 11 a.m. Inquiries that come in through the day should be answered by the end of the workday.
- File insurance claims by 11 a.m. Monday through Friday; troubleshoot claims that are rejected or denied.
- Provide assistance to therapists in monitoring and collecting client balances.
- Collect and file credentialing information for our licensed therapists, as they onboard, offboard, and receive new licenses.
- Maintain therapist office space reservations calendar, and the necessary communication with the team. Schedule office orientations for newly hired staff and interns. (A different administrative team member will conduct the on-site orientations.)
- Order and schedule delivery of office supplies for our four office locations, with an eye to environmental sustainability and efficiency. (A different administrative team member will receive the deliveries and check inventory.)
- Communicate with office landlords and building maintenance staff about issues including maintenance fixes, security, and access.

- Send a weekly “newsletter” email to all staff, highlighting important actions that need to be done or information that needs to be shared. Send out a timely call for items each week to the leadership team.
- Format quizzes and send out continuing education certificates in support of our bi-monthly clinical trainings.
- Attend and provide assistance as needed with the management of occasional staff events, in tandem with the full administrative team.
- Help improve efficiencies and easing routine work for our team as a whole.

Required Qualifications

- 3 years experience in an administrative role
- Administrative experience in a healthcare setting is preferred but not required
- Demonstrate LGBTQ+ competence
- Work from anti-racist and anti-oppressive frameworks
- Have desire to develop, grow, and hone administrative skills
- Upholds Best Therapies values

Candidates will demonstrate:

- Reliability and Timeliness
- Organizational skills
- Ethical practice
- Attention to detail
- Confidence discussing financial arrangements with clients and clinicians
- Ability to work both independently and collaboratively
- Openness to Learning New Skills and Software Platforms

It is the policy of Best Therapies to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.