

# **Job Title: Virtual Administrative & Client Experience Assistant (Part-Time, 1099 Contractor)**

## **About The Wonderful Counselor™ & Narrows Counseling**

At The Wonderful Counselor (including Narrows Counseling & Wellness), we believe authentic healing happens when care integrates mind, body, and soul—rooted in Christ. Our mission is to restore wholeness in Catholic Christian through counseling, coaching, and spiritual formation. We offer transformative programs and services that foster peace, healthy relationships, and embodied faith. Clients look to us as a trusted partner on their journey of healing, growth, and purpose.

Learn more:

 [narrowscounseling.com](https://narrowscounseling.com)

 [thewonderfuleounselor.org](https://thewonderfuleounselor.org)

## **Position Summary**

We are seeking a personable, organized Virtual Administrative & Client Experience Assistant to join our faith-based organization. We are looking for someone who wants to grow with the team/business, starting out as a part-time, remote contractor role that will work closely with our fractional Online Business Manager and various team members to assist our growing team. You'll be a front-line ambassador, ensuring every client and partner interaction is warm, professional, and reflects our mission of Christ-centered care. Your organizational strengths will help us create and maintain efficient systems, deliver exceptional service, and build lasting client relationships.

## **Key Responsibilities**

### **Client Communication & Care**

- Serve as the first point of contact for clients and partners, managing inquiries via phone, email, and other platforms with warmth, professionalism, and responsiveness.
- Provide timely, accurate information about our counseling and coaching programs, addressing client questions and concerns compassionately.

### **Correspondence & Scheduling**

- Draft, edit, and manage client and partner communications to ensure clarity and alignment with our mission.

- Maintain organized records of client interactions and feedback for ongoing service improvement.
- Schedule and coordinate client appointments, team meetings, and events, optimizing efficiency and client convenience.

### **Administrative & Operational Support**

- Support the development, documentation, and refinement of Standard Operating Procedures (SOPs) to promote consistency and high-quality service delivery.
- Assist with digital filing, inbox management, and data entry across systems such as Slack, Asana, Kajabi, Google Drive, and SimplePractice.
- Help monitor task completion and bring focus and closure to administrative responsibilities.

### **Systems Implementation & Improvement**

- Collaborate with the Online Business Manager and founder to implement and improve operational systems that enhance team workflows, client experiences, and organizational efficiency.
- Actively participate in quality assurance efforts to ensure processes support excellent care.

### **Relationship Building**

- Build and nurture positive relationships with clients by listening attentively to their needs and following up to ensure satisfaction.
- Assist in gathering, tracking, and analyzing client feedback to inform service improvements.

### **Mission Alignment & Confidentiality**

- Uphold confidentiality of all sensitive client and organizational information.
- Represent our Catholic Christian mission with integrity and enthusiasm in all interactions.

## Qualifications

- Excellent interpersonal and written communication skills, with a warm, professional presence.
- Strong organizational and multitasking abilities, with keen attention to detail.
- Proficiency with online office and project management tools (e.g., Slack, Asana, Kajabi, Google Workspace, SimplePractice) and comfort learning new software systems.
- Prior experience with EHR or client management systems (preferred, but not required).
- Alignment with and enthusiasm for our Catholic Christian mission; willingness to work within a faith-based environment.
- A friendly, flexible, and solutions-oriented attitude.
- Keeps client records and information confidential, including company information confidential.
- Reliable internet connection and ability to work effectively in a remote setting. Has access to their own computer and quiet work environment.

## Benefits of Working with Us

- **Flexibility** – Work remotely on a part-time schedule that honors work-life balance.
- **Mission-Driven Impact** – Make a meaningful difference in the lives of women and families seeking healing and transformation.
- **Supportive Culture** – Join a team committed to authentic faith, transparency, and excellence.
- **Professional Growth** – Opportunities to grow with our expanding programs and systems.

## Our Core Values

At The Wonderful Counselor™ and Narrows Counseling, our work is rooted in our Catholic Christian faith and guided by these core values:

- **Compassionate Care** – Show genuine empathy and kindness to clients and colleagues, respecting each individual's journey.
- **Integrity and Accountability** – Do what you say and hold yourself accountable, consistently demonstrating honesty and reliability in all your actions.
- **Positivity and Continued Growth** – Maintain a positive attitude and remain open to learning, striving for personal and professional development.

## **How to Apply**

Please submit your resume **and** a short video introducing yourself, sharing why you're passionate about this role and The Wonderful Counselor™ mission. Send your materials to [letstalk@narrowscounseling.com](mailto:letstalk@narrowscounseling.com).

**Position open until filled.** Includes an initial 3-month trial period to ensure a strong mutual fit.