



JOB DESCRIPTION

Title: **Administrative Assistant**

Compensation: \$15-\$18 per hour

Benefits: Mileage Reimbursement

Hours: 20-25 hours per week
Weekdays 9-2, some flexibility available

Start Date: August 2022

POSITION OVERVIEW

The core roles of the administrative assistant are to

- 1) PROVIDE comprehensive support to our team by efficiently and accurately completing administrative tasks
- 2) COMMUNICATE fluidly with CEO, team members, families, and facility contacts
- 3) ELEVATE your skills and systems via ongoing supervision and continuing education

THE OPPORTUNITY

Sound Starts is seeking an administrative assistant to provide comprehensive support to our team. This individual will work on-site at our Frisco office and communicate frequently with our team of music therapists, client families, and points of contact for community contracts. This individual will fulfill a variety of administrative tasks including billing, payroll, and documentation submission. The ideal team member will survey existing systems and update or create new ones as needed to increase efficiency in the business. The administrative assistant can expect to work closely with the CEO to create and fulfill goals related to growth of the company.

WHAT WE DO

Sound Starts helps individuals grow bright and strong through music. The families, students, and young adults at our centers receive high quality music therapy or adapted music lessons from a board certified music therapist. Families and their children experience joy and long lasting, consistent relationships with their music therapist. In the community, individuals of all



ages as well as facilities such as schools, hospitals, and eldercare centers receive high quality music therapy services from board-certified music therapists. These facilities value music therapy as a service that impacts the individuals they serve.

CORE VALUES
At Sound Starts, these core values guide our decisions and service delivery. Our team members exemplify these core values in all aspects of their life and work.

CORE VALUES

At Sound Starts, these core values guide our decisions and service delivery. Our team members exemplify these core values in all aspects of their life and work.

Taking Ownership

We have initiative, drive, and follow through. No hand holding. Each team member contributes to the overall vision and growth of our company. We surpass expectations by going the extra mile for our team and company.

Experiencing Growth

Our team is open to new experiences and being stretched in their skillset. We are always improving skills. We experience growth in our roles, in the clients we serve, and of the business itself.

Supporting our Community

We approach our work and relationships with collaboration, caring, understanding, and patience. Sound Starts is a place for community and excellent communication with team and clients.

Embracing Positivity

We have fun with our clients and our team! We acknowledge and process difficulties but also reframe to learn from those experiences. "The perfect circle" story – if you have the opportunity, ask to hear this story.

WORK WITH AMAZING PEOPLE

As our administrative assistant, you will work alongside the CEO and a team of creative, smart, funny, and committed music therapists. At Sound Starts we are known for our persistent drive to grow music therapy in the community. We are also known for having FUN and celebrating our team members!

WE WANT TO MEET YOU BECAUSE

Sound Starts, LLC
9201 Warren Parkway Suite 200 Frisco, TX 75034
Phone: 469-443-6224 Fax: 214-975-2430
soundstartsmusic.com



You get it. You want it. And you have the capacity to fulfill this role. You are someone who has a deep seated desire to be part of something greater than yourself. You are ready to dive in whole-heartedly and help build the music therapy community by providing high quality administrative support to our team and clients. We want to meet you because you are exceptionally organized and have the ability to manage and process a large amount of information efficiently. You are also kind and warm when speaking with others on the phone.

THE ROLE

ACCOUNTS

- Process payments
- Create and send invoices
- Ensure accounts are in good standing
- Make followup phone calls to families and facilities regarding outstanding balances
- Collect and process credit card details

COMMUNICATION

- Respond and resolve emails received
- Respond and resolve phone calls received
- Communicate with team members regarding specific clients/accounts

INSURANCE

- Facilitate benefit checks upon request
- Document communication from insurance companies (EOBs)
- Confirm and send a monthly claims report to our 3rd party insurance biller
- Collect and send requested documentation to 3rd party insurance biller

PAYROLL

- Review and process payroll documents submitted by team members
- Submit payroll information into our payroll system

SUPPORT

- Assist the CEO and company growth with initiatives as requested

SUPERVISION & TRAINING

- Become fluent in and practice all admin related SOPs
- Engage weekly with supervisor via touchpoint form, 1:1 meeting, and other communication channels



Actively participate in monthly team meetings
Engage productively in performance reviews and quarterly conversations: 30 days after hire and every 3 months ongoing

PURCHASING/ERRANDS

Collect mail from Goin' Postal
Take deposits to the bank
Purchase books requested by team members
Purchase office supplies

WAIVER COORDINATION

Ensure documents are completed and submitted in accordance with weekly, monthly, and quarterly due dates for a variety of organizations.

PROFESSIONAL

Arrive to the office promptly with enough time to prepare and setup
Maintain facility and materials

GROWTH

Regularly seek continuing education opportunities to strengthen your skills
Create plans to meet established goals

A TYPICAL DAY MAY LOOK LIKE

On a typical day you will fulfill administrative tasks at our Frisco center according to established drum beats. You will make necessary phone calls and respond to emails. You will use Trello to communicate with the team about a variety of topics including clients and documentation. You will keep the CEO informed about the status of day to day operations as well as any significant issues and how they are being resolved.

EXPERIENCE WITH THESE TOOLS (preferred but not required; training provided)

Trello, Google Suite, Gusto, My Music Staff, Wave, Zoom

QUALIFICATIONS

Enthusiastic support and basic knowledge of music therapy and the services we provide
Associate's or Bachelor's degree preferred, but not required
Administrative office experience preferred

WHAT YOU CAN EXPECT FROM US

Sound Starts, LLC
9201 Warren Parkway Suite 200 Frisco, TX 75034
Phone: 469-443-6224 Fax: 214-975-2430
soundstartsmusic.com



Sound Starts will provide you with ongoing support. Sound Starts is a place where your contributions, opinions, and ideas are valued. You can expect to be a fully participating member of the team and part of a vision to not only grow the company but to grow music therapy in the DFW area and eventually beyond.

HOW TO APPLY

Send resume and letter of intent to mary@soundstartsmusic.com with subject line: I am ready to join the Sound Starts team!