

Scheduling and Client Relations Coordinator

Join Nutritious Thoughts, a thriving group practice of compassionate, weight-inclusive dietitians and administrative team dedicated to fostering healthy relationships with food through nutrition counseling and community support. We believe all individuals deserve respectful care, regardless of body size, shape, or ability. If you are a highly motivated and collaborative administrative professional, we encourage you to apply!

Position Details:

Part-time, in-office, W-2 employee

Nutritious Thoughts' Scheduling and Client Relations Coordinator will be the first point of contact for our clients. This position will support and assist our clients, clinical team, practice manager, and group practice owner by handling clerical and general office duties with care, accuracy, and strict confidentiality (HIPAA compliant). Nutritious Thoughts employees are capable of working independently, but they thrive in collaborative environments—valuing connection and opportunities to learn from their colleagues.

- Pay Rate: \$20.00 per hour with additional benefits and raise opportunities. Expected compensation package (pay + benefits) in the range of \$22,250-\$28,280 per year, based on experience and hours worked.
- Part-time schedule, maintaining 20-25 hours per week
 - General office hours: Monday - Friday 1pm-6pm
- Location: 31 College Place, Asheville, NC, 28801
- Start Date: August 3, 2026

Benefits:

The right candidate will find this role both challenging and deeply rewarding. At Nutritious Thoughts, our benefits are thoughtfully designed to support a healthy work-life balance and recognize the personal growth that comes with this meaningful work. We are committed to fostering both personal and professional development within our team.

- Becoming a valued member of a collaborative and caring team
- Paid self-care time daily
- Paid personal and professional development trainings
- Generous paid time off (PTO)
- Retirement account with up to 3% company matching
- Annual raise and quarterly bonus opportunities

Essential Functions and Responsibilities

- Greet clients in a prompt and friendly manner via phone, email, or in person



EMPOWER. NOURISH. HEAL

Phone: (828) 333-0096

Web: Nutritious-thoughts.com

Virtual across the state of NC

Locations in Asheville, Hendersonville, Cary, NC



- Maintain an organized Administrative Dashboard, tracking prospective client communication and scheduling information. Efficiently scheduling new and current clients for initial assessment and follow-up appointments
- Assist with the sending and receiving of medical records
- Understand client insurance benefits to accurately relay the information to colleagues and clients
- Copy, fax, scan, and appropriately label documents
- Create flyers, letters and other documents as needed by the practice
- Fax sensitive documents (medical records, lab requests, referral updates)
- Collect payments from clients and confidently discuss fees and outstanding balances
- Organize and ensure searchability and access to medical documents
- Attend office meetings as scheduled
- Sort through incoming mail and determine appropriate steps to be taken
- Help organize and maintain office common areas
- Run office-related errands as needed

Essential Skills

- Ability to work autonomously and as part of a team
- Excellent verbal and written communication delivered in a warm professional manner
- Time management and organization
- Proficient in use of Google Workspace (especially Google Sheets), Electronic Medical/Health Records, and other virtual platforms
- Strong desire to advocate for clients by learning how to get, interpret, and explain insurance benefits and out of pocket costs clearly (experience is a plus)
- Ability to exercise sound judgment and problem solving
- Maintain and handle sensitive and confidential information and uphold HIPAA regulations and standards

Qualifications

- At least two (2) years of experience in the customer service or consumer-facing field (*Required*)
- High School Diploma or GED

Physical Requirements

- Position is mostly sedentary (sitting or standing at a desk) with regular need to traverse throughout the office, including stairs
- Occasional need to lift and carry 25-50 pounds