Office Support Coordinator Job Description

Role: Office Support Coordinator – Atium Health

Location: Remote / Utah, USA / Arizona, USA

About Atium Health

Atium Health is committed to providing accessible, high-quality behavioral health care through innovative virtual therapy and mental health solutions. We are a mission-driven organization that values excellence, collaboration, and impact.

Role Summary

The Office Support Coordinator plays a key role in ensuring smooth administrative operations and providing essential support to both clinical and executive teams. This role manages day-to-day office tasks, supports onboarding and HR processes, and contributes to operational efficiency. Additionally, the Office Support Coordinator will **assume the responsibilities of the Office Manager during their absence**, ensuring continuity in leadership and office operations.

Day-to-Day Responsibilities

- Provide general administrative support across teams, including scheduling, meeting coordination, and internal communications.
- Assist with onboarding logistics, access setup, and documentation for new hires via Rippling.
- Maintain and organize company documentation, contracts, and HR records according to policy.
- Support employee engagement initiatives, time-off tracking, and compliance training reminders.
- Assist with vendor management, purchasing, and office-related expenses or tools.
- Prepare basic reports, dashboards, and process documentation for leadership.
- Support culture initiatives, team events, and recognition programs.
- Uphold confidentiality and data protection standards in all administrative processes.
- Step into the Office Manager role as needed, managing daily operations, HR coordination, and executive support.

Key Responsibilities

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Administrative & Operational Support

- Handle day-to-day administrative workflows to ensure smooth operations.

- Maintain organized documentation, operational records, and compliance files.
- Assist in implementing and following standard operating procedures (SOPs) for office functions.

HR & Employee Experience Support

- Support onboarding and offboarding processes in Rippling.
- Track completion of required compliance trainings and certifications.
- Serve as a resource for employees regarding policies, benefits, and processes.

Communication & Coordination

- Facilitate communication between teams and leadership.
- Schedule meetings, prepare materials, and document relevant notes.
- Assist in drafting internal communications, announcements, and updates.

Process Improvement & Development

- Identify opportunities to enhance administrative efficiency and employee experience.
- Collaborate with leadership on process improvements and culture initiatives.

Qualifications

- Bachelor's degree in Business Administration, Office Management, Human Resources, or related field.
- Minimum 3+ years of administrative, HR coordination, or office management experience (preferably in healthcare or remote environments).
- Proficiency with HRIS systems such as **Rippling**, **Google Workspace**, and communication tools (Slack, Zoom).
- Strong organizational skills, attention to detail, and ability to manage multiple priorities.
- Excellent written and verbal communication skills.
- Demonstrated ability to maintain confidentiality and handle sensitive information professionally.
- Familiarity with the **Entrepreneurial Operating System (EOS)** framework preferred.
- Commitment to Atium Health's mission of compassionate, innovative mental health care.

Core Competencies

- **Operational Excellence** – Ensures smooth execution of administrative and HR processes.
- **Communication & Collaboration** – Builds strong working relationships across teams and leadership.
- **Accountability & Reliability** – Follows through on commitments and ensures accurate documentation.
- **Organizational Agility** – Adapts quickly to changing priorities and needs within a growing company.
- **Problem Solving & Initiative** – Anticipates needs and takes proactive steps to resolve issues.
- **Mission Alignment** – Embodies Atium Health's values of compassion, trust, and healing in all actions.