

Job Title: Administrative Assistant / Ondamed Technician

Location: The Woodlands Institute for Health & Wellness (TWIHW)

Hours: Full-Time Position

Position Overview:

The Woodlands Institute for Health & Wellness (TWIHW) seeks a dedicated Administrative Assistant / Ondamed Technician to join our team. This role is responsible for welcoming and directing visitors, managing administrative tasks efficiently, and supporting daily operations while assisting with Ondamed therapy services. The ideal candidate is organized, proactive, and customer-service-focused. This person will be 50% responsible for the Ondamed schedule, with backup from other technicians, and will support the front office the other 50% of the time. Depending on schedule needs, this role may transition more heavily on the Ondamed side.

Key Responsibilities:

Administrative Duties:

- Maintain phone systems, including answering and transferring calls appropriately
- Patient scheduling and updating patient information
- Accept and process supplement orders, including shipping as needed
- Assist with patient tasks as requested by patients or team members
- Assist with restocking and inventorying supplements
- Promote TWIHW products, services, and philosophies
- Maintain knowledge of medical terminology, CPT, and ICD-10 codes
- Conduct research, scanning, and clerical duties as assigned
- Handle medical records (electronic and paper-based)
- Ensure compliance with HIPAA and OSHA procedures
- Monitor and maintain a full schedule, ensuring retention and reviewing for missing blocks, intakes, or double bookings
- Follow and update checklists as needed
- Conduct daily, weekly, and monthly closings and report audits
- Follow trash rotation schedule
- Develop working knowledge of all administrative duties to assist when needed

Ondamed Technician Duties:

- Assist with Ondamed schedule management as a trained Ondamed technician
 - Maintain Ondamed therapy rooms, ensuring cleanliness and readiness
 - Provide patient support and guidance during sessions as you perform the treatments
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Skills & Qualifications:

- Strong telephone and verbal communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Exceptional listening and customer service skills
- Highly organized and detail-oriented
- Ability to multi-task and handle high-pressure situations
- Knowledge of medical terminology and basic coding (CPT, ICD-10) preferred

- 2+ years of previous administrative experience preferred
 - Medical office experience preferred
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Why Join TWIHW?

At TWIHW, we are committed to providing holistic wellness solutions and compassionate care to our patients. This position plays an integral role in ensuring smooth operations and exceptional patient experiences. If you thrive in an organized, patient-focused environment and have an interest in functional medicine and wellness, we would love to hear from you!

Benefits & Perks:

- Competitive salary & benefits including:
 - PTO, paid holidays, 401K
 - Medical, Dental, Vision, and Life Insurance
 - Most TWIHW services are free for employees
- Half-day Fridays
- No weekends
- Pleasant, collaborative work environment

How to Apply:

Please submit your resume and a brief cover letter to resume@twihw.com with the subject line "**Administrative Assistant / Ondamed Technician Application.**"

Join us in our mission to promote wellness and holistic healing!