



Senior Administrative & Operations Coordinator

NextPath Care Management & Consulting

Part-Time | 25–30 Hours/Week | Hybrid | Greater Boston, MA

www.nextpathcmc.com

About NextPath

NextPath Care Management & Consulting is a growing, mission-driven Aging Life Care™ practice helping older adults and their families navigate the complexities of aging, healthcare, housing, and long-term planning.

Our team of experienced care managers provides personalized guidance, advocacy, and coordination to individuals and families facing complex and often sensitive situations. We pride ourselves on our professionalism, responsiveness, compassion, and ability to think creatively to solve problems.

As a small, dynamic firm, we value initiative, collaboration, flexibility, and a commitment to excellence.

The Opportunity

We are seeking an **exceptionally organized, resourceful, and experienced Senior Administrative & Operations Coordinator** to support the owner and our growing care management team.

This is not a traditional administrative assistant position. We are looking for a sophisticated, proactive professional who can anticipate needs, think creatively, manage competing priorities, and take ownership of responsibilities with minimal supervision.

The ideal candidate is technologically savvy, detail-oriented, an excellent communicator, and comfortable managing financial operations, client coordination, administrative systems, and special projects. This individual must be able to see both the big picture and the details, exercise sound judgment, and adapt quickly in a dynamic small-business environment.

This position reports directly to the owner and plays an important role in keeping NextPath organized, efficient, and moving forward.

Key Responsibilities

NextPath Care Management & Consulting | 40 Denton Road | Wellesley, MA 02482

www.nextpathcmc.com TEL 781-750-0548 FAX 781-750-0625



Financial & Business Operations

- Assist with monthly client billing, payroll preparation, accounts receivable, banking activities, expense tracking, and reconciliation.
- Utilize QuickBooks to manage invoices, payments, client accounts, and financial records.
- Monitor outstanding balances, client retainers, and payments, coordinating follow-up as needed.
- Maintain accurate financial spreadsheets and tracking systems, including reconciliation of owner and care manager expenses.
- Work closely with the owner and bookkeeper to ensure timely, accurate financial operations and identify opportunities to improve workflows.

Client & Care Management Team Support

- Coordinate client onboarding, including Service Agreements, medical releases, intake forms, DocuSign, and electronic health record (EHR) setup.
- Maintain accurate, confidential client records across multiple platforms, including Dropbox, eFax, and electronic health records.
- Provide scheduling, administrative, document management, and follow-up support to the care management team.
- Communicate professionally and sensitively with clients, families, referral sources, and outside professionals.
- Ensure secure document handling and compliance with HIPAA requirements.

Database, Technology & Systems Management

- Develop, maintain, and improve internal databases, ensuring accurate and timely data entry.
- Manage and update client, referral source, lead, professional contact, licensing, insurance, and membership information.
- Track prospective client inquiries, referrals, and follow-up activities.



Care Management & Consulting

- Identify opportunities to streamline systems, improve efficiency, and eliminate redundant processes.
- Independently troubleshoot routine technology issues, learn new platforms, and support the team in using technology effectively.

Executive & General Administrative Support

- Provide direct support to the owner, including scheduling, correspondence, research, project coordination, and select personal assistant responsibilities.
- Manage competing priorities, anticipate needs, and ensure timely follow-through on assignments.
- Maintain organized digital and physical files, including scanning, filing, and shredding.
- Assist with special projects, operational improvements, and other business needs.
- Provide occasional marketing or social media support as needed.

Qualifications & Skills

- **7-10+ years of progressively responsible experience** in administrative operations, executive support, office management, or a related role.
- Exceptional organizational skills, accuracy, attention to detail, and ability to manage multiple priorities.
- Excellent written and verbal communication skills, with a polished, professional, and personable approach.
- Strong financial and analytical skills, with experience in billing, accounts receivable, spreadsheets, and financial recordkeeping.
- Highly resourceful, proactive, and independent, with excellent judgment and creative problem-solving abilities.
- Technologically proficient, comfortable navigating multiple platforms, and quick to learn new systems.
- Ability to work independently with a remote team while remaining responsive, collaborative, and accountable.

NextPath Care Management & Consulting | 40 Denton Road | Wellesley, MA 02482

www.nextpathcmc.com TEL 781-750-0548 FAX 781-750-0625



Care Management & Consulting

- Professional discretion and experience handling sensitive and confidential information.

Technology Experience

- **Strong proficiency:** QuickBooks, Microsoft Office (especially Excel and Outlook), DocuSign, and database management (Airtable or similar).
- **Working familiarity:** Dropbox, Zoom, cloud-based document systems, and digital communication tools.
- **A plus:** RingCentral, EHR platforms, payroll systems, Canva, and social media management.

Education & Experience

Bachelor's degree preferred; advanced degree a plus. Experience supporting a small business owner or professional services firm strongly preferred. Healthcare, elder care, social services, or related industry experience desirable.

We place a high value on demonstrated experience, professional maturity, sound judgment, and initiative.

Schedule & Work Environment

- Part-time, approximately **25–30 hours per week**, primarily remote.
- Approximately one in-person office visit weekly (2–3 hours) and one monthly team meeting.
- Flexibility and responsiveness during agreed-upon business hours.
- Comfortable working independently and managing tasks across desktop and mobile platforms.
- Occasional filing, scanning, and lifting up to 15 pounds, with reasonable accommodations as needed.

Why Join NextPath?

This is an opportunity to become an integral part of a small, highly professional, collaborative team doing meaningful work.

NextPath Care Management & Consulting | 40 Denton Road | Wellesley, MA 02482

www.nextpathcmc.com TEL 781-750-0548 FAX 781-750-0625



Care Management & Consulting

We offer a supportive environment where your ideas, experience, and contributions will be valued. The right candidate will have the opportunity to help shape and improve our internal operations while playing an important role in the continued growth of the company.

If you are someone who thrives on organization, enjoys solving problems, takes initiative, and likes being the person who keeps everything moving forward, we would love to hear from you.

NextPath Care Management & Consulting is an equal opportunity employer. We consider qualified applicants without regard to any status protected by applicable federal, state, or local law.

NextPath Care Management & Consulting | 40 Denton Road | Wellesley, MA 02482

www.nextpathcmc.com TEL 781-750-0548 FAX 781-750-0625