



Metis Genetics

Genetic Counseling and Administrative Coordinator

Company Overview

Metis Genetics is the leading telehealth provider of web-based genetic counseling. Our platform serves individuals and families affected by or at risk of genetic disorders to help them understand and adapt to the medical, psychological, and familial implications of genetic contributions to disease. We created our proprietary patient portal, Genetics Maven, to create a new delivery model that increases the accessibility and affordability of genetic counseling. Our culture is rooted in a passion for expert clinical care and a commitment to innovation to address the reality of limited healthcare dollars. We have partnered with leaders in the industry to provide services to over 70,000 patients with 20% growth year over year. With multiple scientific publications recognizing our unique contributions to the industry, Metis is advancing the future of healthcare delivery.

Role Description

The Genetic Counseling and Administrative Coordinator is responsible for maintaining continuity of work operations by documenting and communicating needed actions to management; discovering irregularities; determining continuing needs.

Primary Responsibilities:

- Assist Manager of Operations with onboarding of customers and employees.
- Provide patient support for scheduling, appointment reminders, and case requirements.
- Provide genetic counselor support and obtain necessary information to handle appointments/cases.
- Identify, analyze and resolve issues proactively within company guidelines.
- Build and maintain excellent relationships with both customers and company personnel.
- Handle confidential information appropriately according to HIPAA guidelines.

Role Requirements:

- Work independently and effectively manage time to meet team and project deadlines.
- Strong analytical, problem-solving, communication, and planning skills. Detail-oriented.
- Proficient computer skills (Word, Excel, PowerPoint, Google Workspace, basic troubleshooting, and CRM). Knowledge of Notion is a plus.
- Ability to multitask and deliver quality results in an efficient manner.
- Desire to be involved with all aspects of the company's operations including customer/patient support, creation of workflows, and primary operational tasks.
- Willingness to collaborate with company personnel with mutual respect.
- Superior capacity for understanding new concepts and applying them correctly.
- Minimum 2+ years' experience: operations support and/or customer service.
- College degree required.

Additional:

- Reports to the Operations Manager and works in tandem with other personnel.
- Metis Genetics is based in Addison, TX; position is local with occasional remote work.
- This is a full-time position, Monday through Friday. Paid hourly.
- Bilingual candidates are encouraged to apply.
- Must pass a background check/drug screen.