

CLIENT SERVICES RECEPTIONIST POSITION DESCRIPTION

Objectives of the position: The Client Services Assistant is responsible for assisting the Administrative Staff and the Center Director in (1) promoting a positive first impression of the ministry and to assist those on the phone and being greeted at the center; (2) performing administrative duties related directly to the operations of the center; and (3) providing peer counseling services, as trained and needed.

Reports to: Center Director and Client Services Manager

Status: Part Time

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Exhibit strong commitment and dedication to the pro-life position and sexual purity
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the center
4. Be able to respect and keep information confidential
5. Complete Volunteer Peer Counseling Training, including the training seminar and on-the-job-training
6. Have a friendly, clearly understood voice
4. Be able to perform routine clerical duties
5. Have experience with basic computer operations and scheduling appointments
6. Exhibit excellent organizational skills and typing ability
7. Be self-motivated, dependable, and responsible
8. Be able to work as a team player with volunteers and staff
9. Be willing to take direction and adapt to changes in policies and procedures
10. High school diploma

Essential Functions:

1. Answer phones and route calls
2. Schedule and confirm appointments according to guidelines and procedures of the center
3. Greet clients, keep them apprised of any delay in appointments, offer refreshments, if available
4. Instruct client to read and complete initial intake forms (i.e., Request for Services/Statement of Understanding; consent forms)
5. Perform clerical duties as assigned
6. Assist with client records and computer inputting
7. Order office supplies and client brochures, and program supplies
8. Provide pregnancy peer counseling and EWYL parenting classes, as trained and needed
9. Perform opening or closing duties, as necessary
10. Assist in scheduling volunteers
11. Attend volunteer peer counselor and staff in-service meetings
12. Assist with CPC events, as needed

Training Required:

1. CPC Pregnancy Center Volunteer Peer Counseling Training and on-the-job training sessions

This position will receive a yearly written and oral evaluation.