



Central Texas Life Care

Job Description

Front Office Coordinator.

Objectives: The Front Office Coordinator is responsible for assisting the Executive Director and other CTLC staff in performing various office duties related to the daily operations of Central Texas Life Care. Major duties are stated and detailed below.

Reports To: The Front Office Coordinator reports primarily to the Executive Director. If the Executive Director is unavailable, the Front Office Coordinator reports to the Client Services Director. The Front Office Coordinator receives a yearly written and oral evaluation by the Executive Director.

Supervises: The Front Office Coordinator does not directly supervise any staff member. The Front Office Coordinator will occasionally supervise client advocates with specifically assigned tasks for which the Front Office Coordinator has been trained and designated to oversee by the Executive Director.

Qualifications: The applicant should:

1. Be a committed Christian who demonstrates a personal relationship with Jesus
2. Christ as Savior and Lord.
3. Exhibit strong commitment and dedication to the pro-life position.
4. Agree with and be willing to uphold the Principles, Statement of Faith, and policies of CTLC.
5. Have experience in general office operations.
6. Familiar with Microsoft Office a plus.
7. Be self-motivated, dependable and responsible.
8. **Bilingual in Spanish**

Major Responsibilities

General Office

1. The Front Office Coordinator is the first tier of customer service. The Front Office Coordinator is responsible for greeting clients and the public on the phone and in the waiting area with a friendly and professional demeanor. Keep waiting area clean and neat. Keep brochures updated.
2. The Front Office Coordinator must answer phones by the third ring tone. The Front Office Coordinator must identify the establishment and self to the caller in a friendly and professional manner. When you take your lunch, please notify someone so the phones and waiting area are covered at all times.
3. Update all forms, files and manuals as advised by the Executive Director.
4. Assist Executive Director in performing office administrative duties as requested.
5. Data Entry of client files into Ekyros.



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6. Oversee and maintain the general front office organization. Oversee organization of the office storage areas and supplies, rotating materials in and out as needed.
7. Keep up with any items that need to be ordered, i.e. office supplies, janitorial supplies, etc. Oversee destruction of old files that are no longer needed.
8. Attend staff meetings when scheduled.
9. Make copies of documents as needed by staff and volunteers. Be familiar with the copy machine and its operation.
10. Pull special programs files for US, LSC and MAP appt.
11. Update and keep current all referral books, brochures closet and office documents. Inform Client Services Director of any brochures that need to be ordered. Keep brochure closet clean, neat and organized.
12. Miscellaneous duties as required and assigned by staff for programs, fundraisers and events organized by CTLC.
13. Be trained as a volunteer peer counselor and available to counsel as needed.
14. Be readily prepared to be a CTLC team player when asked to perform “extra” duties to insure that CTLC runs smoothly.