



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

CLIENT COORDINATOR

REPORTS TO: Client Services Manager

SUMMARY

Under minimal supervision makes decisions on service for clients by determining qualifications and assessing need, maintains operation of the front office, client lobby and Mobile Unit when necessary, greeting and providing a loving environment for all clients and non-client visitors, processing inbound telephone calls, maintaining accurate records and supporting volunteers.

ESSENTIAL FUNCTIONS

- Cross trained to perform all department functions.
- Utilizing independent judgment, make decisions on service for clients by determining qualifications and assessing need.
- Oversee quality controls of all data and processes.
- Process inbound telephone calls and emails to schedule client appointments.
- Responsible for exceptional customer service reviews.
- Responsible for meeting expectations of organization vision, goals and plans.
- Open and close the office daily.
- Greeting and providing a friendly environment for clients and non-client visitors.
- Maintain a professional environment with communications; written, oral, electronic modes as well as conduct with colleagues, clients and volunteers.
- Create and maintain client files.
- Manage client database.
- Responsible for tracking and maintaining client activity reports.
- Assist with overall administration which includes, updating forms, tracking brochure inventory, creating spreadsheets and documents as needed.
- Participate in special projects as directed by management.

SUPERVISORY RESPONSIBILITIES

Support volunteers in respect to client assignments, ensuring that they have any information or resources needed to assist the client. Representing expected corporate culture at all times, both inside and outside of workplace. Lead as an example of consistent demonstration of the fruits of the Holy Spirit in words and actions.

EDUCATION AND EXPERIENCE

- High school diploma required. Associates or Bachelors preferred.
- Minimum of 5 years professional customer service experience.
- Ministry experience beneficial.

SKILLS & QUALIFICATIONS

- An active, growing personal relationship with Jesus Christ as Savior and Lord.
- Compassion for and commitment to providing abortion alternatives to women facing unplanned pregnancies and their unborn babies.
- Excellent customer service skills and awareness is expected for this role.
- Personal, professional and public integrity.
- Advanced in Microsoft Word and Excel.
- Bilingual in Spanish preferred.
- Good punctuation, spelling, grammar and attention to detail are a must.
- Strong interpersonal skills essential.
- Ability to prioritize multiple tasks and complete each task with accuracy.
- Excellent time management and organizational skills.
- Ability to treat sensitive or confidential information with appropriate discretion.
- Ability to take initiative and assist with tasks that may be outside the normal job description, if needed.
- Must work as a team player.
- Ability to solve practical problems in a timely and professional manner
- Ability to perform work that is varied and may be somewhat difficult in character.
- Community involvement a plus.
- Must have valid driver's license and current insurance for light to moderate local travel.
- All employees are expected to participate in fundraising and volunteer recruitment activities.
- Must be willing to complete a background check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move weights exceeding 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

FULL TIME / NON-EXEMPT

POSITION: Client Coordinator

DEPARTMENT: Client Services
REPORTS TO: Client Services Manager
STATUS: Full Time/ Non-Exempt
COMPENSATION: Compensation commensurate with experience.
SCHEDULE: Tuesday through Friday / Saturday
HOURS: 9:00AM to 6:00PM / 8:00AM to 5:00PM
