



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 managing volunteers.

ESSENTIAL FUNCTIONS

- Utilizing independent judgment, make decisions on service for clients by determining qualifications and assessing need.
- Open and Close the office daily.
- Greeting and providing a friendly environment for our clients and non client visitors.
- Maintain a professional environment with inbound telephone calls, clients and volunteers.
- Provide administrative support to upper management (All duties and functions needed to operate the office).
- Create and maintain client files.
- Manage client database.
- Assist with material service clients when the Material Services Coordinator or a volunteer is not available.
- Assist in tracking and maintaining the Changed Mind Report.
- Assist with overall administration which includes, updating forms, tracking brochure inventory, creating spreadsheets and documents as needed.
- To follow and implement all WRMCSN policy and procedures.
- Participate in special projects as directed by the Director of Client Services.
- All employees are expected to participate in fundraising and volunteer recruitment activities.

MEDICAL MOBILE UNIT RESPONSIBILITIES

- Operate the Medical Mobile Unit
- Drive the Medical Mobile Unit
- To function as a mobile Client Coordinator with all the same essential functions
- Community Outreach development

SUPERVISORY RESPONSIBILITIES

Manage volunteer counselors in respect to client assignments, ensuring that they have any information or resources needed to assist the client.

EDUCATION AND EXPERIENCE

- High school diploma
- 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.
- 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.
- 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