

Job Description

Client Intake Coordinator

Objectives of the Position: The Client Intake Coordinator is primarily responsible for providing quality intake of every client/potential client with compassion and accuracy, as well as to assist with the operations of the pregnancy center.

Reports to: Center Director

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord, and is committed to a local church family.
2. Exhibit strong commitment and dedication to the sanctity of all human life, including the lives of both the mother and babies.
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the center.
4. Have basic experience with computer operations to include Microsoft Word, Publisher, and Outlook.
5. Willing to learn new computer software formats in order to communicate well with clients.
6. Willing to receive training regarding how to compassionately yet objectively communicate with clients, including abortion-minded clients.
7. Exhibit excellent organizational skills and data entry ability.
8. Be self-motivated, dependable, responsible, and able to follow supervision.
9. Has a desire to non-judgmentally help all potential clients and current clients see their value and the value of their baby.
10. Preferably has previous experience with client consultation.
11. Preferably bilingual.

Major Responsibilities:

General Administrative:

1. Confidently and compassionately receive and make calls to potential clients. This position requires much phone communications with clients, so this person is not to be apprehensive about initiating or taking phone calls.
2. Schedule appointments for potential clients.
3. Compassionately receive clients for their appointments and ensure that their paperwork is complete.
4. Be able to effectively communicate the need or situation of the newly scheduled client with the consultant.
5. Be prepared and knowledgeable to communicate local and/or appropriate life-affirming resources to clients/potential clients.
6. Assist with client follow ups.
7. Assist with organizing and filing client records.
8. Assist the Center Director and Client Services Coordinator as needed.

Computer Operations:

1. Enter appointments into the database scheduler.
2. Enter photos into client records.
3. Assist with data entry of client records, including ultrasound records, as needed.

The Client Intake Consultant shall receive an annual written and oral performance review by the Center Director.