

RECEPTIONIST***Job Description***

Ministry Purpose: This position plays a significant role in achieving the religious mission of the clinic and, thus, has a ministry purpose.

Qualifications:

1. Agrees with the clinic's statement of faith, mission statement, and code of Christian conduct.
2. Is dependable, stable, and capable of committing to this position's responsibilities and duties.
3. Expresses a desire to reach at-risk patients considering abortion.
4. Believes in the sanctity of all human life from the moment of conception through natural death.
5. Has a sincere, mature faith and can disciple those they supervise.
6. Exhibits strong interpersonal, spiritual, and administrative skills, takes initiative, and is flexible.
7. Skilled with current technology and able to learn new skills quickly.
8. Have previous experience, training or formal education with customer service, administration, and some supervision.
9. Exhibits skills in interpersonal communication and problem-solving.
10. Ability to carry out responsibilities with little or no supervision.

FLSA Category: (Choose One). Exempt **Non-exempt** n/a (volunteer)

Reports To: Executive Director for Operations, Clinic Director for Client Care

Supervises: Volunteers in building

Time Commitment: As per the hiring agreement – 8 hours

Responsibilities and Duties:

Front Desk -

1. Answer and route calls, take messages, and handle general inquiries from the public.
2. Receive and direct clients and visitors in an atmosphere of warmth and compassion.
3. Possess an understanding of the ministry and its goals to educate visitors and clients.
4. Maintain cleanliness of the clinic and keep front desk and reception area in a neat and organized manner.
5. Assess immediate needs of clients and provide appropriate information, support, material resources, and referrals.
6. Protect client confidentiality and follow all confidentiality policies and procedures.
7. Schedule and record appointments and appropriately document all correspondence.
8. Enter client data into client database.
9. Organize and maintain client office files and records, organize all supply areas and inventory.
10. Oversee the receiving, inventory, and organization of all donations for the Boutique.