



Receptionist Position Description

Position Title: Receptionist

Team: Client Services

Reports To: Client Services Director

Position Summary: To assist those making contact via email, phone, chat, in person, or through other means. In addition, this position supports the smooth functioning of the ministry by assisting with administrative and clerical tasks.

1.) Requirements

- a. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- b. Be actively involved in a local church
- c. Exhibit a strong commitment and dedication to the pro-life position and sexual purity
- d. Agree with and be willing to uphold the Moral Agreement, Core Values, Statement of Faith, and policies of the center
- e. Have a High School diploma or equivalent
- f. Work well with others all around the Pregnancy Support Network
- g. Responsible for self-development and taking care of self
- h. Neat appearance and pleasant attitude
- i. Must have working knowledge of Microsoft Office Suite (Word, Excel, and Publisher) and be comfortable learning Google platform, if unknown, as well as other computer programs used
- j. Ability to multitask in a fast-paced environment
- k. Keep information confidential
- l. Be able to perform routine and assigned clerical duties

2.) Duties and Responsibilities:

- a. Answer phone calls in a calm, friendly and welcoming manner; route calls appropriately
- b. Document accurate and complete information for record keeping call-backs or texts.
- c. Schedule appointments in Waycool according to the guidelines and procedures of The Pregnancy and Parenting Center.
- d. Greet clients, keep them apprised of any delay in appointments, offer refreshments if available
- e. Instruct clients to read and complete initial forms, check that all are completed when collected and scan into the computer
- f. Keep necessary staff informed of all unusual appointments or calls
- g. Send and respond to appointment reminder communications
- h. Manage the reception area; accept delivery parcels, vacuum and dust, empty shredder and trash regularly



- i. Manage the waiting area; keep reading material appropriate and current, sanitize toys as needed, dust and vacuum, adjust music, empty trash
 - j. Respond to digital inquiries in a timely manner
 - k. Assist with inventory and ordering of supplies, communicate needs to appropriate staff member
- 3.) Other Responsibilities:
- a. Be familiar with all policies and procedures
 - b. Attend volunteer in-service meetings if possible
 - c. Receive and process paperwork for incoming donations, alert staff or volunteers of donation drop-offs
 - d. Attend Client Service team meetings as scheduled
 - e. Attend staff meetings as scheduled
 - f. Attend occasional conferences or seminars if requested
 - g. Be willing to reception another location during sickness or personal need
 - h. Be available for additional responsibilities to assist other employees if time allows
 - i. Assist in events as needed
 - j. Report to Client Services Director regarding building concerns for maintenance.

Signature: _____

Date: _____