

Client Services Coordinator

Job Description

Department:	Client Services	Reports To:	Chief Mission Officer
Position Type:	Full-Time	Supervises:	Volunteers

Objectives of the Position:

As an ambassador of Jesus Christ, to promote a positive impression of Skylark by assisting those making contact via email, phone, chat, in person, or through other means. In addition, this position supports the smooth functioning of the center by providing oversight and leadership to the center's non-medical client services and programs.

Role and Responsibilities

Scheduling and Front Desk Operations

1. Answer phone and route calls.
2. Schedule appointments according to the guidelines and procedures of the pregnancy center.
3. Oversee client check-in and intake operations.
4. Supervise and assist front desk volunteers as available.

Program Development

1. In conjunction with the Executive Team or other staff designee, formulate and revise operational policies and procedures necessary for the consistent operation of the ministry.
2. Interact with the Executive Team or other staff designees to relate client and staff needs, the progress of the center, issues, goal setting, and implementation.
3. Oversee inventory control of in-kind contributions and client supplies (pamphlets, buttons, etc.)
4. Update all forms, files, and manuals as advised by Executive Team or other staff designees.
5. Communicate with the Executive Team for volunteer and pregnancy resources related needs.
6. Coordinate client testimonies for fundraising events or community events.

Center Operations

1. Oversee client schedule and ensure smooth day-to-day operations of the clinic.
2. Maintain and update the referral resources for volunteer and client use.
3. Maintain needed educational materials and resources for client use.
4. Collaborate with the Chief Operations Officer or other staff designee when ordered materials are needed.
5. Responsible for communicating with the Chief Operations Officer concerning ordering and stocking cleaning supplies for the center.

Volunteer Management

1. Assist in recruiting, selecting, and training front desk volunteers for the ministry.
2. Coordinate and assist in arranging and teaching the in-service training.
3. Be available to front desk volunteers for information, questions, and assistance.
4. Assess the ongoing performance of volunteers and follow biblical principles for confrontation when needed.

General Duties

1. Receive calls relating to the ministry and answer calls when the receptionist is unavailable.
2. Assist with maintenance and cleaning of the facility.
3. Participate in fundraising events.
4. Participate in pre- and post-event mailings and additional large mailings when requested.
5. Fulfill other duties designated by the Executive Director or other staff designee.

Qualifications and Educational Requirements

1. Demonstrates a personal committed relationship with Jesus Christ as Savior and Lord
2. Exhibit, both through word and lifestyle, a strong commitment and dedication to sexual abstinence before marriage and sexual faithfulness during marriage.
3. Exhibit a strong commitment and dedication to the pro-life position.
4. Exhibit a solid commitment to unify Christians from every Christian background to function together in ministry.
5. Agree with and uphold the Statement of Principle, Statement of Faith, and the policies of Skylark.
6. Have experience managing groups of people.
7. Have a bachelor's degree.

Preferred Skills

1. Able to maintain a working relationship with other staff members and volunteers.
2. Able to provide spiritual leadership, discipleship, and support to adult and teen volunteers and other staff.
3. Able to carry out responsibilities with little or no supervision.
4. Exhibit skill in leadership according to Christian principles.
5. Have an open and teachable attitude at all times.
6. Able to manage time wisely and adapt to scheduled changes when necessary.