

**Position Description:** Temporary Front Desk Coordinator

**Objective:** The Front Desk Coordinator provides clerical support to Patient Services, including specified tasks for Pregnancy Resource Clinic (PRC) operations. This position requires excellent hospitable care to patients and organization in keeping the PRC office functioning smoothly.

**Reports to:** Patient Services Director (PSD)

**Qualifications:**

- Committed to Christ and willing to do His will in the ministry.
- Exhibits strong commitment and dedication to the pro-life ministry and sexual purity.
- Agrees with and is willing to uphold and comply with the Mission Statement, Vision Statement, Statement of Principle, Statement of Faith, and policies of the Clinic.
- Proficient in Microsoft Suite, including Outlook, Word, and Excel
- Experience with scheduling and EMR systems preferred.
- Administrative work experience is required.
- Able to work within PRC organizational structure, both independently and as a team player.
- Has excellent organizational skills, with outstanding attention to detail and follow-through.
- Self-motivated, dependable, and responsible.
- Possesses excellent communication skills.
- Experience in customer service, with a passion and determination to be warm and welcoming.
- Able to respect and maintain confidentiality.
- Able to share the love of Jesus Christ.

**Responsibilities:**

- First point of contact for patients, clients, and visitors to the clinic.
- Answers phones and schedules patient appointments.
- Manages all online appointment requests and maintains the requests and booking tracking system.
- Sends texts for advance paperwork and text reminders for appointments.
- Greets patients and facilitates intake and discharge forms.
- Ensures all documents associated with patients are scanned and uploaded to patient charts.
- Manages the Info email and DirectLine messages, responding to or forwarding to appropriate staff.
- Adds/removes PRC events and employee absences onto appropriate PRC calendars.
- Sorts and delivers mail and packages.
- Participates in patient scheduling meetings.
- Assists in the Boutique when necessary.
- Participates in required staff and volunteer events, e.g., In-services, Gala, staff retreats.
- Other duties as assigned.

**Work Schedule:**

The Front Desk Coordinator is a temporary part-time, hourly position, working 28 hours a week, with the potential to grow into a regular part-time position. The timeframe is six to nine months, depending on the start date.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PSD Signature: \_\_\_\_\_ Date: \_\_\_\_\_