



Job Description: Intake Coordinator – Pregnancy Center - Full-Time

Job Title: Intake Coordinator

Under the general supervision of the Pregnancy Center Director the Intake Coordinator will present a pleasant public face at the front desk of main pregnancy center and help direct client traffic through their entry to receive services; assist with telephone, email, and text response to website inquiries, and provide administrative support to the Pregnancy Center Director for smooth running of the office.

Reports To: Director of Pregnancy Centers.

Status: Full-time, hourly wage, non-exempt.

Qualifications:

1. Expresses full agreement with BsideU's statement of Faith and Mission Statement.
2. Complies with the policies and procedures of BsideU.
3. Is dependable, stable, and capable of following through on commitments.
4. Is compassionate towards and has a sincere desire to reach out to abortion-vulnerable or abortion minded women or any woman seeking the services provided at BsideU.
5. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion.
6. Respects confidentiality.
7. Computer proficiency in Microsoft Office Suite and ability to learn center-related software and systems.
8. Knowledge of BsideU's policies and procedures.
9. Telephone Skills, Verbal Communication, Listening, Professionalism, Customer/Client Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management

Responsibilities:

- Serves visitors by greeting, welcoming, and directing them appropriately; notifies pregnancy center personnel of client arrival; maintains security and telecommunications system.
- Uses client database or other designated software for record keeping and appointment scheduling and diligently reminds clients of appointments via text and phone.
- Welcomes clients, guests and visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs clients or visitors with clear and courteous instructions.
- Responds to internet inquiries made through text, website form submissions and phone, which may include after hours responses in limited circumstances.



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- Maintains security by following procedures
- Monitoring sign-in sheets, makes copies of necessary client paperwork and IDs, prepares additional client folders.
- Operates and understands telecommunication system by following manufacturer's instructions for house phone and console operation; operates cell phone dedicated to client communications as assigned.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations, straightens up materials and furniture to keep appearance of area neat.
- Maintains a calm and diligent attitude and work ethic with high degree of attention to detail and a desire to provide excellent service with a pleasant demeanor, while multi-tasking.
- Treats all staff and volunteers as "internal customers" which is critical to the success of the team.
- If directed by Pregnancy Center Director, processes pregnancy tests in preparation for client appointment with counselors as needed and after proper training.
- Welcomes life-skills clients to the center, if applicable, and directs them to proper location for services.
- Contributes to team effort by accomplishing related tasks as needed.

To understand the depth and breadth of client communication and services in the center, the Intake Coordinator will undergo training as a client advocate/decision coach in order to utilize those skills in the intake process, and provide back-up advocacy and/or oversight when needed.

The intent of this job description is to provide a representative summary of the major duties and responsibilities of this job. You may be asked to perform job related tasks other than those specifically presented in this job description.

Signature

____/____/____
Date