



CLINIC ADMINISTRATIVE ASSISTANT

POSITION DESCRIPTION

STATUS: Part-Time

REPORTS TO: Clinic Director

OBJECTIVE OF POSITION:

The Clinic Administrative Assistant is critical support to the client services team. This role serves as the “first contact” to our vulnerable pregnant women. You’ll love this role if you’re organized, friendly and like interacting with people. Your first duty is gatekeeper to the clinic and the initial friendly face for clients. You’re also answering most incoming phone calls and scheduling clients. You’ll need to be able to work comfortably under pressure while multi-tasking receptionist duties and client scheduling. You'll also need to be comfortable learning new technology software.

ORGANIZATION MISSION:

Women think abortion is the only way out of an unplanned pregnancy. We provide the help and hope local women need to choose life for their baby.

KEY CHARACTERISTICS:

1. Passionate Christ Followers

Our faith in Jesus informs every action we take.

2. Unshakeable

We stand for life no matter what it costs.

3. Lovingkindness

We believe lovingkindness is a lifeline to pregnant women in crisis.

QUALIFICATIONS

- Be a committed Christian with a consistent testimony and active in a local church
- Demonstrate dedication to the pro-life cause and sexual purity
- Must have a high school diploma and at least 2 years prior administrative experience
- Possess excellent interpersonal skills and be able to communicate clearly over the phone about sensitive topics and in difficult situations.
- Agree with and be willing to uphold Care Net Peninsula's Statements of Faith & Principles, Commitment of Care, Center policies and procedures, and pledge of confidentiality
- Excellent typing and data entry skills with competency of Microsoft 365 Word and Excel
- Be self-motivated, dependable and ability to complete tasks independently

MAJOR DUTIES & RESPONSIBILITIES

1. OFFICE ADMINISTRATION

. . . . 40%

- Greet clients in a prompt, polite and helpful manner and provide necessary instructions and/or directions, inform appropriate staff member of client arrival according to protocol.
- Verify client with appropriate identification, assist with coordinating initial electronic in-take, provide client with any necessary forms needing completion and obtain necessary signatures.
- Follow all policies and procedures regarding clinic HIPPA, volunteers and administrative duties.
- Assist with data entry and maintenance such as our parenting program in Brightcourse and client interface software program.
- Maintain Clinic Administrative Assistant Manual and Resource Referral Manual.
- Assist with inventory of office/client forms, educational materials.
- Assist with ensuring first-class client experience; lobby service areas are clean, safe, and organized.
- Open and close clinic, as needed (flexible to shift work).
- Perform any other tasks as requested by Client Advocates and Clinic Director.

2. CLIENT SCHEDULING

. . . . 35%

- Answer phones according to script in a timely manner, always being discrete yet compassionate.
- Schedule client appointments in electronic database according to protocols.
- Respond to client inquiries via our online appointments, with some that maybe difficult or intense in nature.
- Assist with follow up client-care calls daily.

3. VOLUNTEER MANAGEMENT

. . . . 15%

- Support baby room volunteers, scheduling, and donations.
- Support efforts to encourage, motivate, and recognize volunteers.
- Schedule/oversee clinic volunteers.
- Assist with staff and volunteer birthday cards.

3. TEAM DEVELOPMENT

. . . . 10%

- Attend and constructively participate in staff meetings.
- Attend and participate professionally in all fundraising events.
- Willingness to serve in any area necessary.
- Demonstrate open and honest communication with staff following Matthew 18:15 – Conflict Resolution policies.

EVALUATION: The Clinic Director will perform a written evaluation of the CAA annually.