

Client & Administrative Care Coordinator

Mountain Area Pregnancy Services (MAPS)

OBJECTIVES:

Assist Clinic Director in coordinating all aspects of Client care

Assist the Executive Director and Assistant Director in general administrative tasks for the ministry

REPORTS TO: Assistant Director

STATUS: Part-Time: Monday-Thursday 8:30-5:00 (34 hours/week)

QUALIFICATIONS:

Committed Christ-follower who willingly accepts and upholds MAPS Vision, Mission Statement, Statement of Faith, Code of Christian Conduct, Policies, and Procedures

Active member of a local church

Exhibits strong commitment and dedication to the sanctity of all human life

Bachelor's Degree and/or a minimum of 3 years-experience in a pregnancy center or other non-profit ministry preferred

Minimum of 2 years-experience in front office management/administrative support

Spanish speaking preferred

Excellent organizational, communication, training, and team-leading skills

Self-motivated, and responsible in fulfilling all assigned tasks with little to no supervision

Excellent computer and typing skills with an ability to assimilate new software applications as needed

Team player with the ability to communicate well with staff and volunteers

Maintain a high degree of confidentiality

Reliable transportation

ESSENTIAL FUNCTIONS

Administration

1. Working from front office or reception desk, answer phones, retrieve voice mail, facilitate inter-departmental communication and disseminate messages. Change greetings when hours are altered or clinic is closed for holidays.
2. Respond to emails in a timely manner
3. First point of contact for volunteers, donors and other visitors
4. Help troubleshoot computer/IT/printer issues
5. Assist in providing all required monthly, quarterly, and annual statistical reports
6. Maintain client, staffing, and volunteer training calendars, ensuring adequate coverage to meet client and clinic needs.
7. Participate in fundraising and other events as requested by Executive Director

8. Participate in scheduling meetings with community leaders as requested by Director of Clinical Services and /Executive Director
9. Collaborate with staff to coordinate ordering of all office supplies
10. Collaborate with Assistant Director and Executive Director for donor and volunteer orders
11. Assist daily in collecting mail and making deposits.
12. Coordinates orders for food and other items for meetings
13. Assist with light office cleaning
14. Assist with light outdoor maintenance
15. Other duties as assigned

Client Services

1. Serve as first point of contact for clients
2. Answer all incoming phone calls and schedules clients for appointments
3. Maintain accurate, complete client files and coordinate entry of all client-related data; faxing documents to MD offices as requested
4. Serve as Client Advocate when needed
5. Perform urine pregnancy tests and serve as needed
6. Collaborate with Clinic Director and Executive Director to formulate and/or revise clinical and operational forms, policies, and procedures
7. Meet regularly with Clinic Director to discuss operational concerns and make recommendations for improvement
8. Assist Clinic Director in maintaining inventory of medical supplies and client informational materials
9. Coordinate client scheduling, ensuring services are provided according to client needs
10. Assist as ultrasound chaperone as needed
11. Assist with taking photos of clients and having them sign media release forms when needed.
12. Assist with sanitizing and cleaning of ultrasound room
13. Maintain all required certifications and trainings

Other

1. Attend weekly staff meetings
2. Attend trainings as requested
3. Assist with management of baby bottle campaigns as needed

The Client and Administrative Care Coordinator receives an annual review by the Executive Director.

Send Cover Letter and Resume to careers@mtnpregnancy.com