



Receptionist Job Description

Objectives of the Position: To assist those making contact via email, phone, chat, in person, or through other means. In addition, this position supports the smooth functioning of the ministry by assisting with administrative and clerical tasks.

Reports to: Client Services Director

Status: Full-time

Minimum Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit strong commitment and dedication to the pro-life position and sexual purity
- Agree with and be willing to uphold the Commitment of Care and Competence, Core Values, Statement of Faith, and policies of the center
- Be dependable and committed to the pregnancy center ministry
- Must have working knowledge of Microsoft Office Suite (Word, Excel, and Publisher) and be comfortable learning Google platform, if unknown, as well as other computer programs used
- Ability to multitask in a fast-paced environment
- Keep information confidential
- Be able to perform routine and assigned clerical duties
- High school diploma or equivalent

Preferred Qualifications:

- Two years experience in a clerical setting

Essential Functions:

Primary

- Answer phone calls in a calm, friendly and welcoming manner; route calls appropriately.
- Document accurate and complete information for record keeping call-backs or texts.
- Schedule appointments in appropriate systems according to the guidelines and procedures of Akron Pregnancy Services.
- Greet clients, keep them apprised of any delay in appointments, offer refreshments if available
- Instruct client to read and complete initial forms and collect exit /feedback forms
- Keep necessary staff informed of all unusual appointments or calls
- Send and respond to appointment reminder communications
- Manage the reception area; accept mailing parcels, vacuum and dust, empty shredder and trash regularly
- Manage the waiting area; keep reading material appropriate and current, sanitize



- toys as needed, dust and vacuum, adjust music, empty trash
- Respond to digital inquiries in a timely manner
- Log client visits in the monthly stats sheet
- Work with Client Advocates on cleaning of the center between clients and at the end of each shift
- Inventory and ordering of supplies
- Take client advocate appointments as necessary

Specific Duties:***Secondary***

- Attend Volunteer Training Program
- Be familiar with all policies and procedures
- Attend volunteer in-service meetings as scheduled
- Receive and process paperwork for incoming donations, alert staff or volunteers of donation drop-offs
- Attend monthly Client Service team meetings as scheduled
- Attend staff meetings as scheduled
- Oversee the material goods area

General Duties***Tertiary***

- Attend occasional conferences or seminars if requested
- Be willing to reception another location during sickness or personal need
- Be available for additional responsibilities to assist other employees if time allows
- Assist in events as needed
- Report to Client Services Director regarding building concerns for maintenance
- All other duties as assigned.