



# Carolyn's Place

## PREGNANCY CARE CENTER

137 Grandview Avenue Waterbury CT 06708 203.597.9080 www.carolynsplace.org

### Client Receptionist Job Description

**Ministry Purpose:** This position plays a significant role in achieving the religious mission of the center and, thus, has a ministry purpose.

**Qualifications:**

1. Affirms and abides by the center's statement of faith, mission statement, and code of conduct.
2. Demonstrates dependability, stability, and capability of committing to responsibilities and duties.
3. Expresses a desire to reach at-risk patients considering abortion.
4. Believes in the sanctity of all human life from the moment of conception through natural death.
5. Expresses a sincere, mature faith and can disciple those they supervise.
6. Possess a track record of the ability to carry out responsibilities with little or no supervision.
7. Associate's Degree in related field or five years related experience.
8. Can provide a letter of good church standing from pastor.
9. Clears a background check and drug screening.

**FLSA Category: Non-Exempt**

**Reports To:** Client Services Director

**Time Commitment:** 20 hours weekly plus on-call duties

**Responsibilities & Duties:** The Client receptionist serves as the Face of Carolyn's Place to clients in-person, on the phone, and via electronic message providing a crucial initial contact or response to woman facing a pregnancy.

**Client Services**

1. Answers all center calls and addresses caller needs and/or connects the caller to the proper individual in a timely fashion. Greets all center guests, including clients, in a professional, friendly tone that conveys the caring and serving attitude of the ministry. *This routinely involves discussing the benefits of the life-affirming services provided by Carolyn's Place to individuals with varied abortion intentions.*
2. Actively monitors and responds to all incoming inquiries from advertising and electronic messaging systems.
3. Checks in each client upon arrival, provides each client with appropriate appointment paperwork and informs staff of appointment arrivals.
4. Follows up on missed appointments.

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5. Checks out each client according to outlined procedure including verifying all paperwork is signed.
6. Manages registrations and attendance for education programs.
7. Maintains confidentiality of clients and organization-related conversations outside of the center.
8. Maintains the center's client appointment calendar. Sends all appointment reminders.
9. Participates in monthly staff meetings and several annual events.
10. Shares faith with clients as appropriate.
11. All other duties as assigned.