



## Client Services Assistant Job Description

**Objectives of the Position:** The Client Services Assistant is responsible for assisting the Client Services Director in promoting and maintaining a positive and caring ministry that contributes to the professional provision of client services. Major duties include answering phones, providing client reception, maintaining efficient office procedures, coordinating client recordkeeping, and supporting client educational programming and counseling operations. Additional duties include assisting with general ministry administrative and office tasks.

**Reports to:** Client Services Director

**Hours/Salary:** Full Time, Hourly, Non-Exempt; 36-40 hours per week, with some evening hours; Eligible for health and retirement benefits.

### Qualifications:

1. Demonstrates a close personal relationship with Jesus Christ, spiritual maturity, and a prayerful, evangelical witness. (Required)
2. Holds a strong commitment to protecting the sanctity of human life and upholding chastity. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. (Required)
3. Expresses full agreement with Assist's Statements of Principle and Faith, Code of Ethics, and Policies and Procedures and possesses a sincere desire to reach out to abortion-vulnerable women. (Required)
4. Demonstrates skill in interpersonal communication, verbal and written communication, including possessing friendly, clear oral communication skills. (Required)
5. Exhibits careful attention to detail, follow through, dependability, and independent work ethic. Functions as a self-starter. Prioritizes problem-solving and proactive planning to support clinic scheduling and operations. (Required)
6. Possesses administrative experience and strong organizational ability, with capacity to multitask and systematize multiple channels of communication. (Required)
7. Demonstrates proficiency in the Microsoft Office suite, especially Excel, and aptitude with file management in databases/electronic charting software programs. (Required)
8. Demonstrates comfort with managing phone systems and other information technology. (Required)
9. Possesses conversational competency in Spanish. (Preferred)

### Responsibilities:

#### I. Client Services

1. Be available during core hours that the Center is open, including evening hours on occasion.
2. Answer the phone for the Center, providing clear, helpful explanations of Center services. Route calls properly, relay messages promptly, and maintain a daily log of all telephone calls. Track and respond to any electronic requests for services in timely manner, with proactive, multichannel follow up.
3. Monitor incoming requests for services and advise supervisors of trends related to reaching and serving the Center's target clientele.
4. Schedule appointments for clients according to established policies and procedures, including utilizing an electronic scheduler.
5. Provide appointment reminders to clients in advance, monitoring no-show and cancellation rates and developing strategies to maximize kept appointments.
6. Greet clients and help them feel welcome, comfortable, and informed on any delays.

7. Conduct client pre-service and appointment processes according to established procedures, establishing rapport and creating a welcoming environment for Center visitors.
8. Conduct final check-out for all clients according to established procedures.
9. Provide instructions to clients as directed by the Client Services Manager.

## **II. Administrative—Client Services**

1. Perform opening or closing duties, as necessary and in accordance with established procedures.
2. Help maintain, clean, and organize office areas, including reception, bathroom, office, lobby, stairs, and counseling rooms. Oversee and schedule cleaning team volunteers and ensure cleanliness of facility prior to opening daily. Maintain daily cleaning logs in accordance with Policies and Procedures.
3. Ensure adequate copies of office forms, lesson materials, and educational brochures are inventoried, labeled, and maintained, using volunteer assistance as available.
4. Prepare new client files as needed.
5. Enter client information and maintain records as directed, utilizing electronic data base and Center filing system,
6. Assist in coordinating, preparing, and updating client services schedules.
7. Assist in providing client reports as needed.
8. Maintain and provide updated copies of center calendars and rosters.
9. Maintain forms, files, and manuals as advised by the Client Services Director.
10. Track supply inventory and update client services supply requests and orders on an ongoing basis.
11. Assist in managing document retention and destruction efforts in accordance with prescribed policy, including closing database and physical client files.
12. Provide feedback to supervisors regarding response to client marketing efforts. Assist with client marketing materials drafting and ordering, as directed.
13. Support Client Services Director with project development and management of client referrals, publications, and education curriculum research, as directed.

## **III. Administrative—Volunteer Coordination**

1. Support Client Services Director in compiling weekly client services volunteer schedules.
2. Aid Client Services Director with scheduling annual client services volunteer reviews and maintaining current volunteer training files.
3. Assist in providing administrative support for client services volunteer onboarding and trainings.
4. Assist in supervising administrative tasks and projects assigned to volunteers.
5. Assist Client Services Director with compiling monthly volunteer hours.
6. Provide administrative support for planning and executing volunteer events, in-service trainings, and new volunteer trainings as needed.

## **IV. Administrative—General Ministry**

1. Support ministry-wide administration tasks, as directed.
2. Provide administrative support for execution of ministry-wide events.
3. Construct and manage the Assist Master Calendar and Personnel Calendar.
4. Serve as the ministry coordinator for phones, printer, and technology support and maintenance, with input from supervisors.
5. Attend quarterly in-service meetings.
6. Participate in all Assist fundraising events.

The Client Services Assistant shall receive an annual evaluation from the Client Services Director, after an initial 90 day performance evaluation.