



Client Scheduling Coordinator Job Description

Reports to: Director of Centers

Basic Function: The Client Scheduling Coordinator is the primary person to communicate with women considering abortion who contact First Choice via phone or text, with a goal of scheduling their appointments. Other administrative tasks and projects are also fulfilled by this individual.

Qualifications & Expectations

1. A committed Christian who has and demonstrates having a personal relationship with Jesus Christ as Savior and Lord. (John 3:16; Matthew 7:16&20)
2. A regular attender/member in good standing of a local, Bible-believing church. (Acts 2:42-47; Hebrews 10:24-25)
3. Strong commitment and dedication to the sanctity of human life and sexual activity within the confines of marriage. (Genesis 1:27; Psalm 139:13-16; I Cor. 6:18-20)
4. Passion and calling for pregnancy center ministry.
5. Agreement with and willingness to uphold the Statements of Faith and Principle and policies of the center.
6. Professional work experience.
7. Bilingual (English/Spanish).
8. Ability and confidence to master phone protocols in order to effectively converse and schedule clients, many of whom are looking for an abortion.
9. Excellent computer skills and competence in managing computer databases and programs.
10. Multi-tasking abilities and flexibility.
11. Self-motivated, dependable, and displaying strong follow-through with details and tasks.
12. Commitment to client confidentiality.
13. Excellent verbal and written communication skills.
14. People skills including social graces, communication, language and friendliness.
15. Excellent administrative and organizational skills.
16. Highly professional, maintaining office professionalism/best practices.
17. Works well with a team.

Responsibilities

I. Front Desk/Client Duties

- Primary person to answer phone and schedule appointments for those considering abortion.
- Primary person to respond to text messages from women considering abortion and others in the community.
- Primary person to respond to Preborn appointment requests.
- Works with Center Directors, Director of Health Services or Director of Centers in special situations to assess whether the appointment request is within First Choice's scope of services before scheduling.
- Confirms all appointments for the following day, calling clients who do not confirm by text.
- Participates in staff meetings.

II. Support to Directors

- Assist Director of Centers and Director of Health Services with administrative tasks and projects.
- Analyze center's clerical and administrative procedures and practices with a view towards developing &/or improving existing policies and procedures.

III. Public Relations

- Attend and fully participate in special events, such as the Fall Fundraising Banquet.

I have read and understood the responsibilities expected in the above job description.

Employee Signature: _____

Date: _____