

**Job Title: Client Services Coordinator**

**Ministry Purpose:** This position plays a significant role in achieving the religious mission of Positive Options and thus has a ministry purpose, and supports Positive Options' long-term vision of tripling the number of lives saved in 15 years, 5,000 lives by 2040.

**Qualifications:***Code of Christian Conduct*

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Maintain and promote a lifestyle of sexual purity.
- Exhibit a strong commitment and dedication to the sanctity of all human life from conception to natural death.
- Reinforce the humanity of the unborn child with clients, their guests, staff, volunteers, and donors.
- Able to share the Gospel.
- Participate in prayer, devotions, and worship as a team and as a full staff.
- Expresses a desire to reach men and women considering abortion with Biblical truth in love.
- Agree with and be willing to uphold the Mission, Vision, Core Values, Statement of Faith, Statement of Principles, and policies of Lakeshore Pregnancy Center.
- Be in consistent fellowship at a local church.

*Education*

- Hold a minimum of a Bachelor's Degree in a helping field or related experience equivalent.

*Experience*

- Possess or be willing to gain a thorough understanding of pregnancy care center ministry and administration.

*Skills*

- Demonstrate professionalism and organizational skills.
- Possess and exhibit expertise in interpersonal communication and problem solving.
- Proficiency in computer skills, with ability to utilize Word, Excel, PowerPoint, Outlook, and G-Suite.
- Proficiency in both verbal and written communications.
- Be dependable, stable and capable of committing to this position's responsibilities and duties.
- Ability to handle sensitive and confidential information with integrity and diplomacy.
- Ability to establish and maintain cooperative working relationships.
- Ability to carry out responsibilities with little or no supervision.
- Bilingual in English/Spanish preferred.

**Reports to:** Center Director**Supervises:** None**Time Commitment:** Average of 32 hours a week

**Primary Objectives:** The Client Services Coordinator supports daily center operations by managing client communication, scheduling, and administrative processes, providing a welcoming and Christ-centered environment for all who walk through our doors.

**Responsibilities and Duties:**

- Make prayer an integral part of daily operations.

**Center Administration**

- Provides a welcoming and hospitable environment for clients and visitors, managing client intakes with professionalism and compassion.
- Answer phones and interact with callers, including clients, donors, and other agencies.
- Listens and responds to voicemail messages.
- Oversee opening and closing of the center.
- Maintain needed office supplies and paperwork.
- Maintain Center calendar.
- Manage data entry, and assist in data entry when volunteers are unavailable.
- Assist in rhythms of staff and volunteer appreciation.
- Assist with staff and volunteer communications as requested.
- Provide administrative support to the Assistant Director.
- Complete specific duties as assigned by the Center Director.
- Coordinates and facilitates emergency client visits and curbside material orders, ensuring timely, compassionate, and organized service delivery.
- Maintains client records and filing systems by overseeing the organization, accuracy, and confidentiality of all client charts and documentation in alignment with established standards.
- Oversees client appointment scheduling and text reminders, managing communication and scheduling interactions through all current platforms.
- Processes faxes and administrative correspondence by managing all incoming and outgoing faxes, ensuring prompt handling, accurate documentation, and secure distribution of sensitive information.
- Oversees donation intake and acknowledgment by receiving and processing donations, responding to donor inquiries, providing receipts, and preparing personalized thank-you notes to support donor relations and stewardship.
- Maintains accurate and donor records in donor software by documenting communication, updating donor information, and assisting with written correspondence and follow-up.
- Assists the Assistant Director in the volunteer application process, onboarding new volunteers, and supporting volunteer communication and care.

**Center Services**

- Help to ensure the quality of all client services by providing general administrative support to center staff and volunteers.
- Serves as receptionist during center hours

**Promotional/Fundraising**

- Supports the planning, coordination and execution of Center fundraising and promotional events as requested.
- Lead tours of the Center as requested.
- Attend Positive Options' events as requested.

**Miscellaneous**

- Attend and contribute to Staff Meetings and other meetings as requested.
- Keep current on all Positive Options/Lakeshore Pregnancy Center's policies and procedures.

## **Personal and Professional Development**

- Attend conferences, seminars, and workshops as agreed upon by the Executive Director.
- Complete trainings as assigned.
- Take quarterly restoration days. Restoration Days are days alone with God to seek His guidance and direction both personally and professionally.

## **Physical Demands:**

- Ability to frequently use a computer and telephone.
- Ability to physically navigate both in and out of the office.
- Ability to drive and travel.
- Carry out the defined responsibilities and duties with or without accommodations.

**I acknowledge that I have received a copy of this job description.**

**Signature** \_\_\_\_\_

**Name (Printed)** \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

(Copy to be given to the individual with the original kept in his or her personnel file.)