



JOB DESCRIPTION - RECEPTIONIST

Summary: The Receptionist creates a positive first impression by welcoming clients to the center and managing tasks related to client appointments. The Receptionist is skilled at multi-tasking and providing support to client advocate volunteers as needed.

Reports to: Client Services Director

Supervises: Not applicable

Hours/Days per week: Monday 8:30 – 5:30 and Wednesday 9:30 – 5:30

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit strong commitment and dedication to the pro-life position and sexual purity.
3. Agree with and be willing to uphold the Statement of Faith, Code of Christian Conduct, and policies of *You Medical*.
4. Be self-motivated, dependable, responsible and organized. Be able to carry out responsibilities with little or no supervision.
5. Must be at least a high school graduate or equivalent.
6. Have two years of experience as a volunteer or employee in ministry.
7. Exhibit strong skills in interpersonal communication, problem-solving, public speaking, writing, and effective media relations.
8. Be able to provide spiritual leadership, discipleship, encouragement and direction.
9. Must be able to maintain confidentiality as it relates to clients, donors & other ministry business.
10. Be able to perform routine clerical duties; proficient with Microsoft Office programs and computer technology.
11. Complete receptionist and data entry training.
12. Have a friendly, clearly understood voice; biliterate and bilingual in English and Spanish.

Major Responsibilities

1. Be proficient with client database including appointment scheduling & data entry.
2. Answer phone and direct calls.
3. Respond to phone inquiries in accordance with You Medical policies & procedures.
4. Schedule appointments according to the guidelines and procedures of the center.
5. Greet and show hospitality to clients, keeping them apprised of any delay in appointments.
6. Instruct clients on completing any documents including the "Request for Services" form.
7. Perform clerical duties as assigned including ongoing maintenance of the client database and record retention tasks/projects.
8. Perform opening or closing duties, as necessary.

Staff/Volunteer Training & Fundraising:

1. Attend volunteer in-services and participate in volunteer training as needed.
2. Assist with and attend fundraising events.
3. Attend scheduled meetings including staff meetings.

Other duties as assigned