

JOB DESCRIPTION

POSITION: Client Services Coordinator / Office Manager – St. Paul

REPORTS TO: Director of Operations

MINISTRY DIVISION: New Life Family Services (NLFS) and its programs

POSITION OBJECTIVES: Ensure professional representation of New Life Family Services and its programs through the coordination of client services and office management.

POSITION REQUIREMENTS: Bachelor's Degree in Business, Communications or related field and two years professional experience.

DUTIES AND RESPONSIBILITIES:

CLIENT CONTACT:

Answer incoming phone calls and provide over the phone counseling to those in crisis. Schedule clients over the phone and by walk-in for pregnancy related services. Assist Pregnancy Support unit in administering pregnancy tests and men's intakes. Assist volunteers in Parenting Plus appointments as needed.

VOLUNTEER MANAGEMENT:

Interview prospective volunteers and provide in-office training for new volunteers and interns. Supervise and provide ongoing training and support to volunteers and interns. Work with Volunteer Coordinator to recruit new volunteers. Facilitate delegation of administrative tasks to appropriate volunteers. Work with Volunteer Coordinator to ensure volunteers are meeting continuing education requirements.

PARENTING PLUS PROGRAM:

Ensure implementation of the Parenting Plus Program as directed by Director of Operations. Oversee the receiving of material donations. Maintain schedule of appointments. Evaluate needs of program and work with Director of Community Outreach and Director of Operations to meet those needs.

OFFICE MANAGEMENT:

Oversee areas of office administration including coordinating schedules, ordering supplies, maintaining office equipment, general office organization, cleaning and maintaining office statistics.

GENERAL:

OUTREACH:

Attend all New Life fundraising events. Coordinate office specific events and other community events as directed by the Director of Community Outreach. Assist in marketing New Life events as needed.

SELF-DEVELOPMENT:

Participate in appropriate workshops and training sessions and ensure continuing education requirements are met.

VALUES/SKILLS:

Exhibit strong commitment and dedication to the sanctity of all human life. Exhibit strong commitment and dedication to sexual purity. Agree with and be willing to uphold Transform Minnesota's Statement of Faith and policies. Be able to express a clear understanding of the inner workings of a pregnancy care center. Demonstrate strong interpersonal and administrative skills. Exhibit strong organizational skills and the ability to manage multiple responsibilities at once. Exhibit ability to respect client and donor confidentiality through the safe-keeping of related information. Supervisory experience a plus.