



Scheduling Coordinator – Minneapolis

The Scheduling Coordinator helps fulfil New Life Family Service's mission of assisting clients in life-affirming decisions with the love and compassion of Christ by ensuring professional representation of New Life Family Services and its programs through assisting in client communication and scheduling systems. The scheduling coordinator answers the main phone lines and schedules appointments following appropriate procedures.

HOURS: Full-time, 40 hours/week

PAY RATE: Starting at \$19.00/hour, depending on qualifications

BENEFITS: Medical, Dental, HSA, Life Insurance, Long-Term Disability, 403b Retirement Account, Short-Term Disability, Accident Insurance, Paid Time Off and Holiday Pay

REPORTS TO

Client Communications Coordinator

POSITION RESPONSIBILITIES

- **BRANCH RESPONSIBILITIES:** Gain proficiency in Front Desk management procedures: Checking clients in and out, scheduling appointments, paperwork, filing system, parenting education program file preparation. Assist Office Manager/Supervisor in various administrative tasks as time allows. Attend monthly staff meeting, weekly supervision meetings and training events.
- **CLIENT CONTACT:** Answer main phone line- assisting clients in over the phone counseling as needed for those in crisis. Attend the text line and communication platform (HopeSync), responding to clients' incoming messages. Schedule clients for medical or social service appointments as needed, utilizing the office calendars and coordinating with Office Managers and staff. Communicate with staff any information about the clients' needs and record all data accordingly (Outlook Calendar and Ekyros) Assist Office Managers in conducting appointment reminders and confirmations for future appointments. Reschedule and cancel appointments as needed. Respond to voicemails from clients appropriately. Refer inquiries outside of scheduling to Medical or Client Care Staff.

POSITION QUALIFICATIONS

- Bachelor's Degree in Business, Communications or related field.
- Three to five years professional experience desired.
- Spanish speaker strongly desired.
- The ideal candidate is able to perform multiple tasks at once and troubleshoot in a fast-paced work environment.

OUTREACH

Attend all New Life fundraising events and other agency sponsored events. These may include some evening and/or weekend hours. May be asked to speak periodically in churches and/or community events on behalf of the agency.

SELF-DEVELOPMENT

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

VALUES/COMMITMENTS

- Demonstrated faith in Jesus Christ.
- Agrees with and adheres to Transform Minnesota Statement of Faith, Core Values, and Code of Conduct.
- Exhibit strong commitment and dedication to the sanctity of all human life.
- Exhibit strong commitment and dedication to sexual purity.
- Attend weekly staff and prayer meetings.
- 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.

DIRECT REPORTS

None

Approved By	
Date Approved	
Reviewed	