

**Pregnancy Assistance Center North
Job Description**

Job Title: Bilingual Call Center Receptionist
Hours: 24 hours per week with occasional evening and/or Saturday hours
Reports to: Senior Director of Programs and Center Coordinators
Resumes to: Execassist@pacn.org

SUMMARY: This candidate:

- Is the first person PACN's clients, volunteers, and community members speak with by phone and has a calm and professional demeanor when handling a high volume of people and calls.
- Has primary responsibility for answering phones, screening clients, scheduling appointments, and routing calls to appropriate personnel.
- Has a sense of urgency in addressing client needs and passing along messages to other personnel.
- Assists Center Coordinators with problem solving such as rescheduling clients, opening/closing appointment slots, and assisting with light administrative or data entry duties as needed.
- May be asked to assist with developing and maintaining resources for Spanish-speaking clients.
- Will help ensure professional service delivery and efficient scheduling and center operations.
- Is able to perform multiple tasks simultaneously in a fast-paced environment.
- Is fluent in English and Spanish.
- Is comfortable with basic record keeping and operating in multiple technology platforms.
- Has a calm, confident, clearly understood voice.
- Has good listening skills; listening for understanding and empathy.

QUALIFICATIONS

Ministry Qualifications: The incumbent must

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the PACN ministry.
- Agree with and be willing to uphold the Statement of Faith and all policies of PACN.

Position Qualifications: The incumbent must

- Be fluent in Spanish and English, including conversational and written language.
- Be comfortable working with volunteers, (experience with volunteers a plus).
- Be self-motivated, dependable, responsible and detail-oriented.
- Exhibit strong interpersonal skills.
- Carry out responsibilities with little or no supervision.
- Assist in uniting the ministry in prayer as part of the day-to-day operation of the center.
- Complete PACN and TPCN Volunteer Training and in-service seminars.

- Have good listening skills; have a calm, confident, and clearly understood voice, and able to manage multiple tasks simultaneously in a fast paced environment.

Major Responsibilities:

- Call Center duties: answer phones, screen clients, schedule appointments, and route calls appropriately.
- Confirm client appointments and send appointment reminders through texting platform.
- Reschedule clients.
- Provide follow up consultation and referral calling as directed by supervisor with respect to call-volume.
- At center coordinators directions, open/close appointment slots in scheduler.
- Assist with light administrative or data entry duties as needed.
- Learn and maintain VOXO phone system knowledge and expertise.
- Learn and maintain Athena (medical records system) knowledge and expertise, ensuring proper documentation.
- Learn and perform TPCN billing in a timely/concise manner in compliance with program rules/guidelines.
- Perform light office work; be familiar with Microsoft Office.
- Provide support to Center Directors, medical staff and client care team as needed.
- Perform opening and/or closing duties as necessary.
- Keep front office and waiting room neat/sanitized and organized.
- Assist with translation in the counseling environment.
- Interact with Center Directors and nursing staff to relay client or volunteer needs.
- Perform other duties as assigned.
- Have a sense of urgency answering messages, scheduling, and passing along communications and messages to the appropriate personnel.

Due to COVID-19 Impact on ministry demands, PACN reserves the right to repurpose the position to meet the needs of our clients.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear. The employee frequently is required to stand, walk, and sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25pounds. Specific vision abilities required by this Job Include close vision, peripheral vision, depth perception, and ability to adjust focus.

Employee must be comfortable wearing a phone headset as part of role.

Please note, employment at PACN is on an at will basis. You nor any PACN representative would enter into a contract regarding the terms for the duration of your employment. As an at will employee, you would be free to terminate your employment with PACN at any time, with or without cause or advance notice. Likewise, PACN would have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advance notice. All offers are pending completion of successful background checks and personal reference checks.

Training for the role is required and would be provided.

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND IT. I AGREE THAT NO CONTRACT IS INTENDED.

Candidate Signature _____ Date: _____

PACN Representative Signature _____ Date: _____