



Pregnancy Assistance Center North Job Description

Job Title: Call Center Receptionist (Bilingual preferred)
Hours: 36 hours per week with occasional evening and/or Saturday hours
Reports to: Sr. Director of Programs and Center Coordinators
Resume to: execassist@pacn.org

SUMMARY:

This candidate:

- is fluent in English (and Spanish).
- ability to communicate clearly and concisely between languages and contrasting situations quickly.
- remains calm and composed when handling a high volume of calls from clients and is able to route all other calls accordingly.
- ability to create a connection with our clients over the phone with warmth and compassion.
- provides a safe space for clients to be open & honest about their situation and prepares them to continue that relationship with other PACN staff & volunteers upon their arrival to the centers.
- has a servant's heart but can maintain firm boundaries between our clients' needs and our ability to serve them.
- is available and approachable to assist other staff members and/or volunteers.
- recognizes the importance of the Call Center in setting the tone and pace of day-to-day operations, as well as supporting unity and consistency between both center locations.
- is self-motivated, trustworthy, dependable and responsible.
- is open to constructive criticism with a desire to continuously learn and improve the overall client experience.
- has patience during the learning process and transition period to new systems and/or procedures.
- has a strong work ethic and time management skills.
- be able to proactively identify, present and complete projects and tasks during any down time, utilize time throughout the day wisely and be proficient in multi-tasking.
- has knowledge or a strong desire to understand how the entire ministry operates together, our goals and our mission.

QUALIFICATIONS:

Additionally, this incumbent must:

- agree with and be willing to uphold the Statement of Faith and all policies of PACN.
- exhibit strong commitment and dedication to the PACN ministry.
- assist in uniting the ministry in team prayer prior to the start of daily operations.
- understand the importance of strategic scheduling and be able to maximize appointment slots with discernment in prioritizing clients based on situation.
- preferably able to switch from English to Spanish languages and varying levels of client needs quickly and efficiently.
- have proven skill in reflective listening.

RESPONSIBILITIES:

Basic Duties: answer and screen incoming calls, schedule appointments or route calls appropriately, follow-up with online appointment requests, confirm appointments and update schedule for both centers.

Major Responsibilities:

- Accurately confirm client appointments and send appointment reminders through texting platform.
- Have a sense of urgency in answering calls, returning voicemails, following up with online appointment requests, scheduling new appointments, rescheduling appointments as needed and forwarding communications and messages to the appropriate staff and/or volunteers.
- Learn and maintain VOXO phone system knowledge and expertise, including managing call queues to ensure phone coverage.
- Learn and maintain Athena (medical records system) knowledge and expertise, ensuring proper documentation, accurate client information (name spelling, phone number, etc.) and schedule for both centers.
- Learn and perform TPCN billing in a timely/concise manner in compliance with program rules. Complete annual and mid-year training by given deadline.
- Learn and maintain Genesis (case management system) knowledge and expertise, including accurate client data entry and assigning clients to appropriate advocate.
- At supervisor's direction, open/close appointment slots in Athena. Proactively monitor schedule and identify any appointment conflicts in advance of potential issue.
- Be knowledgeable of community resources and PACN partnership to provide referrals for callers seeking services outside of the ministry's scope.
- Assist with administrative or data entry duties as needed.
- Be proficient with Microsoft Office.
- Provide support to directors, medical and client care teams as needed.
- Perform opening and/or closing duties as necessary.
- Assist in keeping front office and waiting room neat, clean and organized.
- Assist with strict translation between PACN staff/volunteers and clients.

In the event of circumstances out of PACN's control which may impact 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 25 pounds. 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.

Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____