

**Staff Job Description for the Position of:**

**Client Service Coordinator**

**Approved 01/28/2025**

**OBJECTIVES:**

The Client Service Coordinator (CSC) serves as the initial point of contact for clients, ensuring they feel welcomed and supported. The CSC is responsible for handling all forms of communication professionally, efficiently, and consistently. Additionally, the CSC schedules client appointments and maintians client records while providing administrative support as needed to the Center Director.

**RESPONSIBILITIES:**

The position of Client Service Coordinator encompasses a variety of responsibilities, including but not limited to, the following:

**Client Services**

1. Warmly greet clients and guests to create a welcoming atmosphere and instill confidence in our care. Complete client check in process.
2. Oversee client and guest flow in the waiting area with compassion and confidentiality.
3. In coordination with the CD, assist in handling client texts by utilizing approved scripts.
4. Send clients intake paperwork, surveys, ultrasound requests, and media releases.
5. Enter client appointments, send reminders, and ensure the client schedule is accurate and up-to-date. Review the schedule one week in advance, send multiple reminders, monitor replies, and make necessary changes for client requests to cancel or reschedule. In coordination with the Center Director, ensure reminders are sent over weekends and holidays.
6. Record correspondence in Client Record Management (CRM) (currently eKYROS).
7. Enter and audit Client Records in CRM, ensuring completeness, correctness, and consistency.
8. Coordinate with Client and/or Medical Advocates to ensure all follow-up contacts are done.
9. Send BrightCourse lessons to clients for virtual appointments.

**Other projects include, but are not limited to:**

1. Monitor Client Follow-Up system to ensure client assessments and outcomes are monitored and recorded. This will include recording births and unknown outcomes, as well as ongoing promotion of Prep4Life and Parenting programs.
2. Attend staff meetings, staff events, and fundraising events.
3. Participate in team meetings, devotions, and prayer.
4. Other duties as assigned by the CD.

**QUALIFICATIONS:**

The CSC must meet the following qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as her Savior and Lord.
2. Express full agreement with the Informed Choices Statement of Faith and the Statement of Principle, Mission Statement, Articles of Incorporation, and By-laws.
3. Be actively involved in a local church.
4. Possess an awareness of the Biblical perspective on life and issues involved in crisis pregnancies, maintaining a firm stand against abortion.
5. Have an educational and/or experiential background that relates directly to the set of responsibilities outlined in the following sections.
6. Have at least three years of experience working directly with people, preferably in a social service-oriented or related profession (pregnancy center experience is strongly preferred).
7. Exhibit exceptional skills in both written and interpersonal communication; display compassion, confidence, and persuasion.
8. Demonstrate strong organizational skills, including time management, multitasking, attention to detail, and problem-solving abilities.
9. Display flexibility and adaptability in working with CD, medical staff, and volunteer advocates to provide excellent client care.
10. Be able to carry out responsibilities with little or no supervision.
11. Be dependable, stable, and remain calm under pressure.
12. Be knowledgeable of and maintain compliance with IC Confidentiality Policies and Procedures.
13. Be proficient in Microsoft Office Suite and able to quickly learn new software systems, including eKYROS (CRM), HopeSync (texting service), email management, and BrightCourse.
14. Spanish-speaking a plus.

**REPORTS TO:**

The CSC reports directly to the Center Director (CD).

**COMPENSATION:**

The CSC is a part-time, hourly (non-exempt) position with an expected average compensation as delineated in the IC Personnel Policies and Procedures document.

**EMPLOYEE ACCEPTANCE**

 I hereby certify that I have read and understood the contents of this Job Description and the IC Personnel Policies and Procedures document, and agree to abide by the terms specified.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_/\_\_/\_\_\_\_