

Position Description: Front Desk Coordinator

Objective: The Front Desk Coordinator provides clerical support to Patient Services, including specified tasks for Pregnancy Resource Clinic (PRC) operations. This position requires excellent hospitable care to patients and organization in keeping the PRC office functioning smoothly.

Reports to: Patient Services Director

QUALIFICATIONS:

- Committed to Christ and willing to do His will in the ministry
- Exhibits strong commitment and dedication to the pro-life ministry and sexual purity
- Agrees with and is willing to uphold and comply with the Mission Statement, Vision Statement, Statement of Principle, Statement of Faith, and policies of the Clinic
- Proficient in Microsoft Suite, including Outlook, Word, and Excel
- Experience with scheduling and EMR systems preferred
- Administrative work experience is strongly preferred
- Ability to work within PRC organizational structure, both independently and as a team player
- Exhibits excellent organizational skills with the ability to multi-task
- Outstanding attention to detail and follow through
- Self-motivated, dependable, and responsible
- Possesses excellent communication skills
- Passion and determination to deliver outstanding customer service in a warm, welcoming manner
- Able to respect and maintain confidentiality
- Able to share the love of Jesus Christ

Responsibilities:

- First point of contact for patients, clients, and visitors to the clinic
- Answers phones and schedules patient appointments
- Trained as a patient advocate
- Manages all online appointment requests and maintains the requests and booking tracking system
- Sends text messages for next-day appointments
- Greets patients and facilitates intake and discharge forms
- Ensures all documents associated with patient are scanned and uploaded to patient chart
- Faxes all patient referrals, records in HIPAA binder, scans copies of documents and uploads to patient chart
- Manages the Info email and DirectLine messages, responding to or forwarding to appropriate staff
- Sorts and delivers mail and packages
- Participates in patient scheduling meetings
- Maintains office and cleaning supply inventory and completes all ordering
- Orders patient brochures
- Assists in the Boutique when necessary
- Completes lab temperature checks on Mondays and brings STI package to the front desk for pickup
- Maintains current contact information and pictures for staff, board, and volunteers
- Creates volunteer name badges
- Responsible for sending out staff, board, and volunteer birthday and work anniversary cards
- Maintains the key logbook and keypads; assigns all keys and codes
- Participates in required staff and volunteer events, e.g., In-services, Gala, staff retreats
- Other duties as assigned



Work Schedule:

The Front Desk Coordinator is a part-time, hourly position, working 28 hours a week with the potential to grow into full-time.

Signature: _____ Date: _____

PSD Signature: _____ Date: _____