

# AGAPE PREGNANCY RESOURCE CENTER

## Job Description

**JOB TITLE:** Client & Marketing Coordinator

**REPORTS TO:** Executive Director

### ORGANIZATIONAL MISSION

*What we do*

Agape Pregnancy Resource Center demonstrates the Truth and unconditional love of Jesus in a safe and confidential environment to women, men, and families experiencing pregnancy or the effects of sexual relationships.

Learn more at <https://agapedsm.com/>.

### ENVIRONMENT & CULTURE

As a team, we fully support each other so that together we can accomplish more. We enjoy wit, humor, and comradery, so working together is filled with laughter. However, we are serious about working hard with everyone putting forth their best effort and paying attention to details. We are passionate about helping others and have a heart for reaching out to those in need. Above all, we seek to live out the Gospel of Jesus Christ through the way we work and interact. Agape places great emphasis on teamwork and supporting each of your coworkers. We require people to be a good fit with our philosophy of how we work as a team. We need people who are hard-working, consistent, and take initiative. Listening skills and critical thinking are paramount. Open-mindedness and being comfortable in giving and receiving feedback are essential. Being flexible with change and able to work in a sometimes-chaotic environment is necessary. Since Agape is faith-based, all team members must ascribe to the Agape Pregnancy Resource Center's Statement of Faith, be committed to the sanctity of human life, and be capable of maintaining a neutral stance on the question of adoption vs. parenting. Team members must be committed followers of Christ and be willing to share their testimonies with gentleness and respect as in 1 Peter 3:15.

### POSITION

*Purpose and Scope*

The Client & Marketing Coordinator takes charge of the reception of the clinic building and central switchboard. The ideal person for this position has organizational and interpersonal skills to facilitate a welcoming environment and "set the stage" for the clinic experience. This person has significant responsibilities and plays a critical role in problem-solving and supporting all of the staff in numerous ways. We are looking for an enthusiastic, committed leader who is excited to join a hard-working team.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- General Responsibilities:
  - Manage the front desk check-in of all patients in the clinic
  - Main scheduling for the clinic and all satellite services, as well as supportive oversight of scheduling for the Educational building
  - Process all electronic and paper charting to ensure completed data is present for all clients
  - Oversee the cleaning schedule of the clinic
  - Oversight of tracking of all donations
  - Screen incoming calls and visitors and triage appropriately
  - Miscellaneous administrative tasks such as file maintenance, monitoring mail, assisting with correspondence and mailings, maintaining a quality ministry display, problem solving, referring to and connecting with other staff members as required, and attend staff meetings.
  - Complete counseling training and provide support and assist with clinic patient counseling as required
  - Become adept at lab processing protocols and procedures
- Volunteers:
  - Provide support and leadership in interacting and communicating to daily volunteers.
- Marketing Support
  - Provide marketing support in the area of social service agencies around the Des Moines Metro
  - Track all incoming patient's referral sources and provide follow up and engagement with social service agencies that provide referrals
  - Use slow times to communicate via phone or email with local social service agencies to continue to build ongoing inflow of new clients to both our clinic and educational building.
  - Become adept at all our services and be able to communicate with local agencies and donors to build our network of support in the community

## **JOB QUALIFICATIONS**

- Exceptional writing and excellent oral communication skills
- Highly organized, thorough, and detail-oriented
- Must be proficient in programs such as Word, Excel, and experienced with or able to learn electronic medical record system of Ekyros.
- Associate's or bachelor's degree in a social services area strongly preferred but not required
- A professional demeanor and the highest level of discretion is essential in the management of confidential information
- Must be able to successfully multi-task, learn new processes quickly, and collaborate with others giving priority in following-through and producing overall quality work
- Provide contact information for three references including pastoral or ministry-based reference

#### **ADDITIONAL INFORMATION**

**Starting date:** immediately

**Starting wages:** \$15-16/hour based on education and experience

**Job hours:** This position is an hourly role of around 33 hours a week. Your work will generally take place during daytime hours on Monday through Thursday; however, occasional evening or weekend hours may be necessary for special events.

**Confidentiality:** This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.