



<b>Job Title</b>	Volunteer Receptionist
<b>Classification</b>	Volunteer   Member of Client Services Team
<b>Reports to</b>	Office Manager

### Primary Function

Manage the waiting room, daily files, daily schedule, reception and coffee bar areas. Additionally, greet patients/clients for appointments setting the stage for a professional, confidential experience.

### Job Duties

- In anticipation of the patient's/client's arrival, make sure lobby and seating areas are clean and orderly. The chairs, end tables should remain neat and orderly throughout the shift. Check to make sure coffee bar is neat and stocked.
- Send text reminders to clients/patients for next day. Make reminder phone calls to confirm, as needed.
- Verify the validity of guests as they arrive using the appropriate script.
- Upon the arrival of each patient/client, greet them with a smile, verify their appointment (using Daily Schedule), copy photo ID, take photo for Ekyros file, have them complete the intake and What You Can Expect form, and offer patients a beverage and a seat.
- Notify Advocate of patient/client's arrival.
- Notify Medical Services when Advocate begins appointment with patient.
- Keep Daily Schedule/files up to date as changes are made to appointments.
- Manage security door into office.
- At end of shift, re-supply client and staff bathrooms with toilet paper, hand towels and soap as needed.
- During down time, the Receptionist may seek out other general office duties.

### Qualifications

- ✓ Passionately pro-life; expresses full agreement with and acts in concert with A Woman's Concern's Mission Statement.
- ✓ Respects confidentiality and privacy per applicable laws and regulations.
- ✓ Demonstrates behaviors that align with A Woman's Concern's values.
- ✓ Complies with the policies and procedures of A Woman's Concern.
- ✓ Good computer, oral, written and communication skills.
- ✓ Dependable, stable and capable of following through on commitments.
- ✓ Excellent team oriented and relationship skills.



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## Physical Demands

Activities in performance of duties include sitting, standing, walking, climbing stairs, lifting up to 25lbs, kneeling, reaching, pushing, pulling, keystroking on a keyboard or similar device, talking, hearing and seeing.