



Job Title	Volunteer Receptionist
Classification	Member of Client Services Team
Reports to	Office Coordinator
Status	Part-time, 1 day a week, 6-8 hour shift; preferably Monday

Primary Function

Under the direction of the Office Coordinator, the Receptionist is responsible for ensuring that each patient/client experience is optimal by managing the waiting room, the daily files, schedule, reception and coffee bar areas. How patients/clients are greeted sets the stage for a professional, confidential experience.

Job Duties

- In anticipation of the patient's/client's arrival, ensures:
 - Lobby and seating areas are clean and orderly.
 - Chairs and end tables are neat and orderly throughout shift.
 - Coffee bar is neat and stocked.
- Sends text reminders to clients for next day appointments.
- Makes reminder phone calls to confirm, as needed.
- Verifies validity of guests as they arrive using the appropriate script.
- Upon the arrival of each patient/client, greets them with a smile, verifies their appointment (using daily schedule), copies photo ID, takes photo for Ekyros file, has them complete the intake and "What You Can Expect" form, and offers our guests a beverage.
- Notifies Advocate of patient/client's arrival.
- Keeps daily schedule/files up to date as changes are made to appointments.
- Manages security door into office.
- At end of shift, re-supplies 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.
- ✓ Prior related office experience preferred.
- ✓ 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.



- ✓ Excellent oral and written communication skills including active listening and communication skills.
- ✓ Excellent problem solving and organization skills.
- ✓ Flexible and willingness to take on different responsibilities.
- ✓ Dependable, stable and capable of following through on commitments.
- ✓ Excellent team oriented and relationship skills.
- ✓ Must be able to interact with clients and coworkers in a polite, friendly, and calm manner and be able to handle a busy telephone system as well as respond professionally to inquiries at the front desk and over the phone.
- ✓ Strong computer skills, including MS Office, databases and cloud-based applications.
- ✓ Adept with current technology and able to learn new skills.
- ✓ Spanish fluency is a plus.

Upon hire, ability to secure Child Abuse Clearance, State Police Clearance and FBI Fingerprinting and Criminal Background Check. On a bi-annual basis, participate in training for mandated reporting of child abuse.

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.