PAULDING PREGNANCY SERVICES

Front Office Coordinator
Job Description
Time Commitment – Part-time position with hours Monday – Friday 32 hours per week

Mission & Vision: It is the mission of Paulding Pregnancy Services to help men and women make decisions about procreation and pregnancy that bring honor and glory to God. Paulding Pregnancy Services strives to educate the community about God's will surrounding sexual integrity, abstinence and honoring the sanctity of marriage. In providing services, it is our goal to point the way to Jesus while educating men and women about sexual integrity, pregnancy, abortion, and alternatives to abortion.

Organization Summary: Paulding Pregnancy Services is a Christian ministry that advocates for life giving choices. We have been serving women and families experiencing unexpected pregnancies for over 20 years. We equip women facing unplanned pregnancies by offering free pregnancy tests, ultrasounds, and pregnancy counseling options. Paulding Pregnancy Services is a women's center whose services empower women through medical education and spiritual support by volunteer client advocates and licensed medical professionals.

Purpose: In accordance with 1 Corinthians 14:33, 40, the Front Office Coordinator maintains order and efficiency in the day-to-day operations of the office. This role serves as the primary point of contact for incoming calls and client check-ins, oversees office systems and equipment, and provides administrative support to staff and volunteers. The Front Office Coordinator also assists the Executive Director with daily operations and serves as a consistent Christian role model in attitude, speech, and conduct. The Front Office Coordinator must be prepared to explain the center's religious beliefs and practices to visitors and callers and provide assistance aligned with the organization's Statement of Faith and Mission Statement.

Reports to: Executive Director

Primary Responsibilities:

- Assist the Executive Director in performing administrative duties related to front office operations
- Conduct client intake and triage by gathering initial information, assessing urgency, and directing individuals to the appropriate service or staff
- Serve as primary point of contact for staff and volunteers scheduling
- Perform data collection and reporting by logging inquiries, tracking appointment and call volume, and identifying trends that inform program and leadership decision-making
- Greet and check in all clients for appointments
- Answer reception calls and monitor incoming emails

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- Enter client appointment data in database and maintain accurate center documents
- Monitor ultrasound charting for accuracy and completeness
- Monitor the Nurse Chat service and assist with client scheduling as needed
- Maintain client facing rooms in a clean, welcoming, and organized condition
- Communicate with Nurse Chat nurses to ensure adherence to established policies and guidelines
- Plan and implement office systems, layout, and equipment procurement to maintain efficiency and order
- Maintain Baby Bottle inventory and counts during campaign periods
- Represent Paulding Pregnancy Services in the community as needed
- Perform additional duties and special projects as assigned

Qualifications:

- Maintain a personal relationship with Jesus Christ as Savior and Lord (1 John 2: 5-6)
- Demonstrate commitment to Paulding Pregnancy Services' core values: We believe in the inherent dignity of each person, from conception to natural death; the right of our clients to receive comprehensive, truthful information in a respectful, compassionate, and non-judgmental way; and the importance of addressing the needs of the whole person – physical, emotional, spiritual and social – when providing services (Genesis 1:26-27, Psalm 139:13-16, Jeremiah 1:5)
- Affirm a dedication to pro-life belief in the dignity, sanctity and worth of every human life. Paulding Pregnancy Services does not perform or refer for abortions, does not recommend or provide artificial contraception, and promotes healthy choices regarding sexuality that honor the dignity of the human person while avoiding sexually transmitted infections and unexpected pregnancy (Genesis 2:24, Psalm 139:13-16, Jeremiah 1:5, Hebrews 13:4)
- Possess a sincere desire to serve abortion vulnerable women
- Exhibit strong interpersonal, organizational, and administrative skills
- Adept at Microsoft Word, Excel, Outlook, and other computer skills
- Demonstrate proficiency in Microsoft Word, Excel, Outlook, and other computer applications
- Unreservedly affirm the organization's Statement of Faith, Mission Statement, and all other governing documents