Essential Pregnancy Services

Position Description

Position: Client Services Specialist
Center location: Benson
Hours: 23 hours a week
Hourly Rate: Based upon experience and qualifications

Position Purpose: Responsible for greeting clients, determining client testing needs and scheduling clients appropriately. Assist with Ekyros database entry, develop Word Documents and Excel spreadsheets as needed and general clerical assignments. Serve as a trained client advocate on a rotating schedule or when needed.

Nature and Scope of Accountability: Hired by and reports to the Director of Client Services. Bi-annual evaluation of job performance/satisfaction is conducted by the Director of Client Services.

Responsibilities:

1. **Receptionist for Benson Center**
   - Greet walk-in clients and scheduled clients, assess individual needs and prepare them for nurse consultation, client advocacy or ultrasound scan
   - Answer phone, schedule appointments and direct calls as appropriate
   - Professionally and calmly minister to abortion minded and abortion vulnerable callers
   - Input data from Daily Client Log Book
   - Maintain education packets for clients
   - Send out text appointment reminders via Ekyros for the next business day
   - Ensure outgoing mail is delivered to the post office
   - Responsible for miscellaneous duties as assigned by Director of Client Services
2. **Client Advocate**
   - Become a trained Client Advocate
   - Provide pregnancy and STI screening services, following approved policies and procedures
   - Complete required paperwork associated with each service
   - Schedule appointments for client testing when appropriate
   - Assist Client Advocates and nursing staff as needed
3. **Additional Responsibilities**
   - Attend monthly staff meetings
   - Maintain client confidentiality at all times

Knowledge/Skills/Abilities: Commitment to the Mission of EPS and awareness and willingness to become familiar with the agencies services. Ability to perform under high pressure and stressful situations. To provide loving, non-judgemental service and care to abortion vulnerable and minded women. Ability to manage multiple projects at one time. Excel at interpersonal skills as needed for a crisis center. Able to accept the direction of authority.