

Essential Pregnancy Services

Position Description

Position: Client Services Specialist

Center location: Benson

Hours: 20 hours a week/MWF 12-5pm and TU 2-7pm

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.