



<b>Job Title</b>	Receptionist
<b>Reports to</b>	Pregnancy Center Coordinator (PCC)
<b>Hours</b>	Part-time 20 to 25 hours per week
<b>Classification</b>	Non-exempt, Hourly

**Job Purpose**

Under the general supervision of the PCC, the receptionist acts as the first impression of Heartbeats by greeting clients and answering the phone in a professional and respectful manner. The receptionist acts as a triage agent to quickly and calmly discern the immediate needs of the client at the front desk, on the phone, and digitally to connect each individual with available help in the center or in the community as appropriate. The receptionist must be highly functional in a multi-task environment, working with multiple program areas.

**Essential Duties, Responsibilities, and Access**

1. Standard receptionist duties include: greeting clients, preparing print and digital client files, utilizing office technology such as computers and copiers, scheduling appointments, filing confidential charts, performing opening and closing office procedures, responding to online communications, and answering and directing calls from a multi-line digital phone system.
2. Communicate in a professional, friendly tone that conveys the caring and serving attitude of the Heartbeats’ ministry.
3. Connect clients to the proper Heartbeats’ staff and services in a timely fashion.
4. Greet clients and inform client consultants and nurses of appointment arrivals and relevant details pertaining to the client.
5. Receive material and monetary donations and give tax receipts when desired by donor. Give ministry information and offer tour of facility as appropriate.
6. Maintain confidentiality of clients and consultant conversations inside and outside of the center.
7. Expectation to support ministry needs during times of slow client activity.
8. Understand programs and personnel connected with each program.
9. Keeps up to date and has necessary knowledge of schedules and upcoming events connected with Heartbeats and shares knowledge as needed.
10. Monitors security cameras and has situational awareness of the Heartbeats’ property.
11. Maintain the daily client schedule, including appointments, cancellations, and reschedules.

**Qualifications**

Excellent communication skills with a pleasant and respectful tone in person, on the phone, and on digital platforms. Implements strong attention to detail, active listening skills, calm discernment, and an ability to

multi-task in a busy environment. Demonstrates a passion to learn more about Heartbeats programs to better serve those needing information. Maintains a balance between creating an initial connection with the client while still respecting the boundary of the receptionist's role especially with urgent situations. Demonstrates composure and discernment during difficult conversations and situations. Shows concern and interest in the lives of the clients through interactions and knowledge of client's life situation. Willingness to work with a diverse population, treating each client with dignity and respect. Support and encourage volunteers with an ability to work effectively with several different personality types. Ability to learn and adapt to evolving technology and to navigate Microsoft Office, Outlook, and Teams.

Must be a committed Christian with a close, personal walk with Jesus Christ and involved in a local fellowship for spiritual growth. Must adhere 100% to the mission, principles, and statement of faith of Heartbeats. Must demonstrate an attitude of serving, consistent life-affirming philosophy, and a heart for evangelism.

<b>Working Conditions / Physical Requirements</b>
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This position may require standing and sitting for extended periods of time and lifting up to 40 lb. objects on an as needed basis.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions.

I have received a copy of this complete job description. I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.

Employee \_\_\_\_\_

Date \_\_\_\_\_