



CLIENT SERVICES MANAGER

Job Description

Revised: January 29, 2019

Summary

The Client Services Manager (CSM) is responsible for managing fellow employees and volunteers and supervising all Client Services implemented at the center.

Due to the nature of this being a multifaceted ministry with limited staffing, each staff member is expected to learn and perform miscellaneous duties outside of their job descriptions as requested by the Executive Director.

This is a full-time or part-time (non-exempt) position requiring some evening shifts and occasional weekend events.

Reports To

Immediate Supervisor: Operations Manager (OM)
Secondary Supervisor: Executive Director (ED)

Supervises

The CSM directly supervises the receptionist and any volunteer who is serving the clients in areas of pregnancy counseling, parenting skills classes, post abortion counseling, and father mentoring.

Faith-Based Ministry Qualifications

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Be a consistent witness for Jesus Christ, possessing and demonstrating excellent integrity.
- Exhibit spiritual maturity as defined by Biblical standards.
- Demonstrate a courteous and Christ-like manner in all relationships.
- Have a heart of compassion and caring toward the hurting.
- Be passionate about ministering life transformation within a life-affirming ministry setting.
- Exhibit a strong commitment and dedication to the sanctity of human life.
- Agree with and be able to uphold without reservation the PRC's *Statement of Faith*, *Statement of Principle*, *Statement of Mission & Vision* and the *Commitment at the Center*.

Spiritual Aspects of Working at the PRC

- Work towards maintaining a healthy, vibrant spiritual environment for the ministry.
- Participate in daily gathering for prayer.
- Work towards personal spiritual growth through prayer, Bible study, church attendance, etc.
- Personally follow and encourage others to follow the PRC's *Biblical Conflict Resolution* and *Peace-Making Practices*.

Essential Duties & Responsibilities

- Oversee day to day operation of non-medical client services and personally provide those services in the event that a volunteer is not present.
- Monitors client satisfaction by reading all *exit forms* & encourages volunteers with positive feedback while addressing any negative feedback as indicated (*communicate any significant and/or repeated problems to the OM and ED*).
- Recruit, train (orientation, in-services, etc.), and supervise all volunteers at the center.
- Ensure that volunteer leaders and volunteers follow all relevant PRC policies and procedures.
- In conjunction with the ED evaluate all volunteers annually or as needed.
- Assist the ED with budgeting,
- Assist the ED with creating/revising operational policies and procedures
- Assist the ED with connecting with other community service providers and maintaining PRC referral lists.
- Assist the ED with scheduling volunteers or employees to assist with community out-reach events, PRC fundraisers, etc.
- Formulate, revise and implement goals and plans.
- Maintain logs for volunteer hours.
- In conjunction with the receptionist and NM, secure the most up-to-date materials for distribution to clients while also ensuring such are aligned with the PRC's mission and policies, and submit new materials to the NM and ED before using.
- In conjunction with the NM and OM coordinate generating in-house publications for clients services (i.e. brochures, flyers, booklets, promotional materials)
- In conjunction with the NM update and revise client forms as needed.
- In conjunction with the OM compile any research and statistics as requested by ED.
- In conjunction with the NM ensure that entities to which we refer have been researched for their practices as an agency and their community reputation.
- In conjunction with the OM and ED, generate articles, publications, videos, etc.
- Maintain the currency and timeliness of statistics and assist the Receptionist with daily database entries as needed.
- In conjunction with the Receptionist ensure that follow-up procedures are being followed for all clients, perform the follow-ups in the event a volunteer is not available, and confirm appropriate documentation and database updating have occurred.
- Serve as the first back-up to the receptionist in answering the phone and serving clients in the event the receptionist is away or absent from reception area.
- Assist with general housekeeping duties.

Education and Experience

- High school diploma or equivalent
- Experience in crisis counseling (crisis pregnancy counseling a plus)
- Helpful to have basic knowledge of medical terminology (but not necessary)
- Helpful to be bilingual (but not necessary)
- Administrative experience
- Managerial experience
- Knowledge of clerical procedures
- Proficient in *Microsoft Office 2013 – Word, Publisher, Outlook, Power Point and Excel*
- Experience/knowledge with/of using social media: *Facebook, Twitter, Linked-In, Instagram*, etc.
- Typing 40 wpm minimum

- Ability to work a multiline phone system

Key Competencies

- Maintaining confidentiality and showing discretion
- Listening actively and responding with empathy
- Understanding and responding to non-verbal signals
- Recruiting, supervising, motivating, and evaluating staff/volunteers
- Using correct grammar and spelling within written communications
- Communicating verbally with confidence and clarity
- Following instructions (written or oral) properly
- Maintaining a neat and well-groomed appearance
- Adhering to ministry policies and procedures
- Remaining calm under pressure
- Using information and time management tools/software
- Showing attention to detail
- Showing initiative
- Demonstrating reliability
- Able to adapt quickly and easily

Work Environment / Physical Demands

Regularly required to sit; use hands to finger, handle or feel; reach with hands and arms and talk or hear. Regularly required to stand, walk, stoop, kneel, crouch or crawl. Must be able to lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.