

As an ambassador of Jesus Christ, the Full Time Front Desk Administrative Assistant assists the Clinic Manager to oversee the daily flow of client appointments, creates a positive first impression by welcoming clients to the clinic, creates a warm and friendly environment in the lobby, and manages tasks related to client appointments. The Full Time Front Desk Administrative Assistant can work in a fast-paced environment and is skilled at multi-tasking.

Reports to: Clinic Operations Manager

- FLSA Status and Job Classification: Full time, Non-exempt
- Approximately 35-40 hours per week
- Pay Scale (depends on experience): \$16.66 to \$21.00 an hour.
- Benefits include vacation time, and flexible schedule.

Qualifications

1. Be a committed Christian who demonstrates a strong personal relationship with Jesus Christ as their Savior and Lord and actively attends a Bible believing church.
2. Exhibit strong commitment to and passion for the pro-life position and sexual purity.
3. Agree with and be willing to uphold the Core Beliefs, Statement of Faith, Christian values, and policies of You Medical.
4. Have personal prayer team support.
5. Be able to respect and keep information confidential.
6. Be dependable, stable, and able to follow through on commitments.
7. Exhibits social aptitude, situational awareness, and conversational skill.
8. Exhibit a sincere desire to reach out with the love of Jesus to all people.
9. Be familiar with scripture pertaining to the sanctity of life, forgiveness, and salvation.
10. Commit to a position for at least a year by having the available time to be dependable.
11. General computer knowledge and use of a computer.
12. High School Diploma or equivalent.
13. Able to pass a background check.
14. Have reliable transportation, including availability to drive to locations for mobile services or other needs or the organization.
15. Minimum age requirement 18.

Client Care & Hospitality

1. Welcome, greet, and direct clients in a warm and friendly manner as they arrive at the clinic, keeping them apprised of any delay in appointments; offer them water or coffee from the beverage station.
2. Manage online conversations and scheduling.
3. Answer phone calls in a timely manner, with a positive and warm demeanor, and according to You Medical Policies & Procedures.
4. Screen and direct callers to appropriate people courteously and professionally.
5. Takes accurate messages from clients, donors, volunteers, and community partners and delivers them to the correct person for follow up care.
6. Maintain reception area, lobby, and client rooms in a clean, tidy, and presentable manner; restocks marketing materials and beverages, replaces magazines, clears any clutter or garbage, and organizes kids' area.

7. Updates any client communication or posters in the lobby or reception area, including clinic closure notices, posters for upcoming classes, and slides on lobby TV.
8. Welcome guests including donors, potential volunteers, and community partners; answer questions and direct them as needed.
9. Ability to steer phone calls from abortion vulnerable and abortion minded clients to schedule an appointment before making a pregnancy decision.
10. Ability to speak with abortion vulnerable and abortion minded clients to discuss the appointment process for services that we offer.
11. Be proficient with client database including but not limited to client check-in, scheduling, data entry, and sending mobile forms.

Clinic Flow

1. Work with Clinic Manager and medical personnel to direct flow of medical and non-medical clinic operations; ensure clients are well cared for and seen in a timely manner.
2. Work alongside client advocates and ensure volunteers are scheduled appropriately to meet with clients.
3. Maintain and manage online scheduling database and schedule appointments with a strong sense of ownership according to the guidelines and procedures of the clinic.
4. Work with Clinic Manager to help monitor, support, and maintain an atmosphere/culture conducive to effective client services.

Administration

1. Perform clerical duties and projects as assigned including ongoing maintenance of the client database and client file management, updating client forms, and assisting with donor correspondence and bulk mailing preparation.
2. Actively seeks out and performs support functions for program managers, and performs clerical tasks as requested, such as copying and faxing, as time permits.
3. Control inventory relevant to general office supplies, lobby, and reception area.

Staff/Volunteer Training & Fundraising

1. Attend in-services and participate in training as needed.
2. Assist with and attend fundraising events.
3. Attend scheduled meetings including staff meetings.

Other duties as assigned.

You Medical is a faith-based 501(c)(3) non-profit organization supported by the generosity of our community and was founded in our community in 1988.

Our clients receive quality medical care, free of charge or at low cost.

You Medical is a place where you can grow into the fullness of who you were called to be—including your job. We care for our people and equip them with tools to take on meaningful work to serve our community.