

Hope Pregnancy Clinic

Bilingual Receptionist

Position objective: The Receptionist will serve as the first voice and smile to patients and other guests at Hope. She will direct phone calls, make patient appointments, assist with patient services, and provide support to the services staff at Hope through a variety of other means.

Reports to: The Executive Director

Qualifications: The Receptionist will ...

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as her Lord and Savior;
- Be a committed member of a local church congregation;
- Exhibit a strong commitment and dedication to the sanctity of all human life;
- Agree with and uphold the HPC Statement of Faith, Mission Statement and Core Values;
- Be able to respect and keep all information confidential;
- Speak both English and Spanish moderately well;
- Occasionally serve as a translator with Spanish speaking patients;
- Have proficiency in Word, data bases, and related software applications;
- Be well-organized and highly motivated, with a high capacity for multi-tasking;
- Enjoy meeting new people and will easily engage others in conversation;
- Have a professional attitude and appearance;
- Be able to carry out responsibilities with little or no supervision and work as a team player.

Receptionist Job Description (cont'd)

Responsibilities: The Receptionist will perform many tasks and functions, including but not limited to the following ...

- Telephone reception and routing of calls;
- Electronic patient scheduling on ekyros database;
- Patient follow-up and reminders;
- Manage patient files;
- Update and run reports in our ekyros database;
- Memorize and refer patients to Hope's Community Partners;
- Meet with patients to provide options counseling and related information;
- Be able to communicate to patients the message of salvation through faith in Christ.
- Routine office and clerical tasks;
- Assist the Administrative Staff with various projects;
- Receiving and carrying donated materials;
- Attend regularly scheduled staff meetings and In-Service trainings;
- Ability to climb narrow stairwell while carrying up to 25 pounds;