

# Client Service Coordinator

## Haverhill Center

### Pregnancy Care Center of the Merrimack Valley, Inc

#### **Overview:**

The Pregnancy Care Center (PCC) is a 501(c)3 non-profit organization. We are a Christ-centered, pregnancy center ministry located in three multicultural metropolitan areas. The PCC also provides space, equipment, supplies and staff to a doctor who performs limited ultrasounds to confirm pregnancy. We are passionate about sharing the love of Jesus Christ and providing ongoing support to new families from the moment a new life is confirmed through the pregnancy, childbirth until the baby is one year old.

#### **Objectives of the position:**

Reporting to the Client Service Manager (CSM), the Client Service Coordinator (CSC) will assist the CSM with the day to day client service operations. The CSC implements and upholds the policies and procedures of the PCC, serves as the primary counselor/client advocate, records the on-going care of all clients, and assist volunteers. This role is 32 hr per week position.

#### **1. Qualifications:**

- Committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord; agrees with the PCC's Statement of Faith, Code of Christian Conduct and Statement on Marriage, Gender and Sexuality, fully supportive of the policies of the center and is active in their local church.
- Strong commitment and dedication to the pro-life position and mission.
- Strong interpersonal and organizational skills for counseling clients, scheduling appointments and assisting the Client Service Manager in other center activities.
- Computer/data entry skills and the ability to multi-task.
- Fluent in English (required) and Spanish (preferred).

#### **2. Responsibilities**

##### **2.1 Administration**

- Ensure accurate documentation of all client calls, visits, and services.
- Ensure that all policies and procedures pertaining to client based activities are adhered to.
- Enter and maintain accurate client data as directed by the Client Service Manager.
- Maintain accurate inventory and distribution of all approved client literature and resources.
- Oversee opening and closing of center in the absence of Client Service Manager.
- Attend meetings, conferences, and seminars as directed by the Client Service Manager.



## **2. Responsibility Continues**

### **2.2 Client Services**

- Serve as the primary peer counselor as requested by Client Service Manager.
- Greet clients, schedule appointments, answer phone and provide phone-counseling. (Phone training will be provided.)
- Assist volunteers in their roles by providing training and coaching as needed.
- Assist with all aspects of PCC services provided to clients including: client visit record keeping, material services inventory, restocking supplies and other office paperwork.

More Information Contact: Alicia Hines at 978-746-8149 or [Alicia.Hines@pccnortheast.org](mailto:Alicia.Hines@pccnortheast.org).