



JOB DESCRIPTION - Lowell Client Service Coordinator (PT - 32 hrs)

Reports to: Client Service Manager

Job Summary:

The Client Service Coordinator assists the Client Service Manager in the day-to-day client service operations. The Client Service Coordinator implements and upholds the policies and procedures of Pregnancy Care Center (PCC), serves as the primary counselor/client advocate, records the on-going care of all clients, and assist volunteers.

Qualifications:

The Client Service Coordinator should possess strong interpersonal and organizational skills for counseling clients, scheduling appointments and assisting the Client Service Manager in other center activities. The Client Service Coordinator should also have computer/data entry skills and the ability to multi-task. The Client Service Coordinator must be active in their local church, be in agreement with the PCC Statement of Faith, Code of Christian Conduct and Statement on Marriage, Gender and Sexuality and be fully supportive of the ministry's philosophy and guiding principles. Candidates fluent in both English and Spanish a plus.

Key Responsibilities/Tasks/Assignments:

In 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.

In 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.

To apply, please forward resume to PCC, 496 Main Street, Haverhill, MA 01830 or email to: aliciah@pccnortheast.org.