



Clinic Administrative Assistant Job Description

Principle Functions:

The Clinic Administrative Assistant (CAA) will be responsible for serving as the front line Woman to Woman PRC clinic communicator in order to present a professional image to the community. In addition, the CAA coordinates all ongoing operations through phone communication and appointment scheduling to ensure sound office flow and timely and efficient implementation of care for client needs.

Reports to: Client Services Manager (CSM)

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Act as a minister of the Gospel of Christ.
3. Exhibits a strong commitment and dedication to the pro-life position.
4. Agree with and be willing to uphold the Statement of Principle, Statement of Faith and policies of the ministry.
5. Exhibits:
 1. A strong commitment and dedication to the ministry.
 2. Strong problem solving, organizational, and interpersonal communication skills.
6. Possesses the characteristics of self-control, honesty, humility, courteousness, and respectfulness, when dealing with staff, volunteers, clients and management.
7. Displays an attitude of submission to authority while serving the ministry joyfully.
8. Has at least one year of experience in customer service including significant telephone communication.
9. Has a high level of computer competency, including knowledge of Microsoft Office programs: MS Word, Excel, Access, PowerPoint, and Publisher. Photoshop skills are a plus.
10. Has strong typing, data entry skills.
11. Possesses a high emotional intelligence (EQ) with the ability to stay calm in stressful situations.
12. Is detail-oriented.
13. Can work independently and as a part of a team.
14. Be able to carry out responsibilities with little or no supervision.
15. Understands confidentiality and applies it in all communication.
16. Possesses a valid Texas Driver's license.
17. Has ability to complete a post offer drug test, criminal history check, and other appropriate testing requirements.



PHYSICAL ABILITIES:

While performing the essential and marginal functions the employee may be required to maintain physical condition necessary for standing, walking, sitting; use of hands and fingers, handle or feel; reach; speak and hear, use close and distant vision, color vision, peripheral vision, depth perceptions, and ability to adjust focus. Moderate to heavy lifting, carrying or moving up to 50 pounds; pulling, reaching, bending climbing, balancing, stooping, kneeling, crouching, or crawling.

WORK CONDITIONS:

Work is performed while generally in an office environment with possible exposure to vibrations, and noise; exposure to dust. Employee will be exposed to computer screens and extensive amount of public interaction; some driving may be required; lifting and carrying. Required hours include late nights and weekends for support of various events and activities.

REQUIRED BEHAVIOR:

1. No profanity
2. Commitment to and demonstration of core values in daily work:
 - Integrity
 - Accountability
 - Commitment
 - Teamwork

Responsibilities:

1. Punctual and reliable attendance.
2. Answer phone and schedule appointments.
3. Coordinate scheduling of clients and volunteers.
4. Maintain client files and database.
5. Order, print and/or distribute as required all client, clinic and advocate related materials as needed or instructed.
6. Coordinate needed facility repairs with CSM.
7. Monitor and manage ordering of materials.
8. Maintain office supplies inventory.
9. Be aware of and remind volunteers of various events, meetings, closings, and procedural changes.
10. Create ministry print as necessary and instructed.
11. Perform other duties as assigned in a timely and professional manner necessary to the smooth and efficient operation of the Woman to Woman Clinic.
12. Always follow Policies and Procedures.
13. Take all volunteer concerns to CSM.
14. Encourage volunteers both verbally and in writing.
15. Assist with collecting and distributing clinic data and statistics
16. All other duties as assigned