



## **Clinic Administrative Assistant Job Description**

### **Principle Function**

The Clinic Administrative Assistant (employee) is responsible for serving as the frontline representative within Woman to Woman Pregnancy Resource Center (W2W) clinic by providing a professional and welcoming image to the community. The employee coordinates the appropriate care for clients by scheduling appointments at the front desk or by phone and provides follow-up communication. In addition, the employee ensures the daily appointments flow timely while efficiently meeting the operational needs of the clinic's office.

Supervisor: Client Services Manager  
Supervises: None  
Status: Part Time, Hourly

### **Qualifications**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as their Savior and Lord.
- Attends faithfully at a local church.
- Acts as a minister of the gospel of Christ.
- Exhibits a strong commitment and dedication to the pro-life position.
- Agrees with and is willing to uphold the W2W Statement of Principle, Statement of Faith, core values, and policies and procedures.
- Possess and employ a working knowledge of office procedures, equipment, while maintaining a professional relationship in an office setting.
- Experience for at least one year of customer service skills including significant telephone communication.
- Has a high level of computer competency, strong typing and data entry skills including knowledge of Microsoft Office programs: MS Word, Excel, Access, PowerPoint, and Publisher. Photoshop skills are a plus.
- Possess problem solving, analytical and critical thinking skills.
- Ability to develop and maintain effective working relationships using strong interpersonal skills.
- Ability to communicate with diverse populations both verbally and in writing.
- Dependable, stable and capable of following through on commitments.
- Proven track record of strong organizational skills with an attention to detail.
- Possess the ability to stay calm and focused during stressful situations.
- Display an attitude of submission to authority while serving the ministry joyfully.

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Effective: 02/21/2020 (ab)

Revision: 08/10/2025 (mw)



- Be self-motivated and able to carry out responsibilities with little or no supervision.
- Possesses high ethical and moral standards and exhibits the characteristics of self-control, honesty, humility, courteousness, respectfulness, and confidentiality when dealing with clients, volunteers, staff and management.

### **Physical Requirements**

- Ability to communicate (talking, hearing, and seeing).
- Sitting, standing and walking.
- Able to lift and carry up to 25 pounds and maintain physical condition given a medical environment.
- Possess a valid Class “C” or better driver’s licenses and maintain minimum vehicle liability insurance coverage.
- Must have ability to successfully complete a post-offer drug test and criminal history check and other appropriate testing and requirements.

### **Work Conditions**

- Work is performed generally in a medical office environment with an extensive amount of public interaction.
- Exposed to computer screens.
- Some work is performed outdoors with exposure to all weather conditions, traffic, vibrations, noise, slippery or uneven surfaces and dust.

### **Required Expectations**

- No profanity.
- Punctual and adherence to work schedule.
- Occasional evening, weekend, and special event work.
- Reporting daily, weekly, and monthly, as assigned.
- Communicate special circumstances regarding assigned tasks.
- Commitment to and demonstration of core values in daily work.
  - Integrity
  - Accountability ○ Commitment
  - Teamwork



## **Job Duties**

1. Greet clients at the front desk and answer the phone to schedule appointments and provide follow-up communication.
2. Coordinate scheduling of clients with staff and volunteers.
3. Maintain client files and database.
4. Create, order, print and/or distribute client, clinic and advocate related materials.
5. Monitor and manage ordering of materials and office supplies.
6. Coordinate needed facility repairs with supervisor.
7. Encourage volunteers both verbally and in writing.
8. Be aware of and remind volunteers of various events, meetings, closings, and procedural changes.
9. Take all concerns to your supervisor.
10. Assist with collecting and distributing clinic data and statistics.
11. All other duties as assigned.



**Last Modified: August 5, 2025**

**Prepared By: Melissa Weber, CSM**

**Approved By: Ramona Davis, CEO**

**Employee Acknowledgement**

I have read and understand the Job Description for the position I hold at Woman to Woman (W2W). A copy of the Job Description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at W2W.
2. It does not constitute an employment contract with W2W.
3. It does not confer any rights to any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of W2W.

I understand and agree that my employment with W2W is “at will” and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Original:** Employee’s Personnel File      **Copy:** To Employee      **Copy:** Job Description File