



Client Specialist Job Description

Principle Function

The Client Specialist (employee) is responsible for building strong relationships with clients within the Woman to Woman Pregnancy Resource Center (W2W) clinic by providing care to meet their physical, emotional, and spiritual needs. The employee serves clients by equipping them with information on parenting, adoption, and abortion, providing educational resources and empowering them to make healthy life choices. In addition, the employee strategizes ways to further improve client services.

Supervisor: Client Services Manager

Supervises: None

Status: Part Time, Hourly

Qualifications

- 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 and equipment, while maintaining a professional relationship in an office setting with strong customer service skills.
- Bilingual: Spanish/English
- Has a high level of computer competency, strong typing and data entry skills including knowledge of Microsoft Office programs: MS Word, Excel
- Ability to communicate with diverse populations both verbally and in writing.
- Possess problem solving, analytical and critical thinking skills.
- Dependable, stable and capable of following through on commitments.
- Proven track record of strong organizational skills with an attention to detail.
- Ability to develop and maintain effective working relationships using strong interpersonal skills.
- Possess the ability to stay calm and focused during stressful situations.
- Display an attitude of submission to authority while serving the ministry joyfully.
- Be self-motivated and able to carry out responsibilities with little or no supervision.
- Exhibit a strong commitment and dedication to sexual purity.
- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as their Savior and attends faithfully at a local church.
- Possess high ethical and moral standards and exhibits good character

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Effective: 04/6/2022 (AS)

Updated: 08/04/2023 (CB)



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/office 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, criminal history and sex offender 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 late night, weekend, and special event work.
- Communicate special circumstances regarding assigned tasks.
- Commitment to and demonstration of core values in daily work.
 - Integrity
 - Accountability
 - Commitment
 - Teamwork

Job Duties

- Perform duties in a timely and professional manner necessary for the smooth and efficient operation of the W2W Clinic.
- Submit and assist in monitoring invoices in the BriteWorks PS for program eligible clients.
- Make weekly follow-up calls to clients.
- Advocate for clients by providing Options Education, Mentoring, and Spiritual Support.
- Assist in organizing Client Education opportunities and events.
- Assist in maintaining, updating, researching and printing Client Education material.

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- Assist in evaluating and increasing services to target population.
- Assist in increasing Key Performance Indicators within the clinic and ministry.
- Encourage all staff and volunteers both verbally and in writing.
- Take all concerns to the Client Services Manager.
- Assist with ministry wide events.
- Complete other duties as assigned.

Last Modified: June 15, 2026

Prepared By: Melissa Weber, CSM

Approved By: Ashley Graves, 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