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| Position/Title: | Adopted: 07/2012 |
| Client Support Relations Assistant | Revised: 02/2018 |
| POSITION DESCRIPTION | |
| Department: Client Support Services | |
| Reports To Position: Client Support Director | Employee Type: Part-time (20 hours) |
| FLSA Status: Non-Exempt hourly | Work Environment: varied/changing |

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| General Statement of Duties |
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The Client Support Relations Assistant will assist the Client Support Director with the daily management of the Client Support area and work to build a cohesive team across the organization. Bridgehaven's Earn While You Learn (EWYL) Program is a fast-paced and ever-changing environment where the transformation of the whole person is our goal. This position, in partnership with the Client Support Director, is responsible for overseeing and enriching the EWYL program. This includes but is not limited to, building relationships, expanding our cultural practices, managing volunteers, organizing events, and connecting with our church partners. This position must be quick to learn and poses a teachable and adaptable spirit of love and grace.

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| Examples of Essential Work |
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Client Relations:

- Support client appointments regarding enrollment of and material assistance from the Earn While You Learn program.
- Facilitate meetings with potential clients in the EWYL program, enroll clients into the program.
- Maintain updated class schedule
- Maintain EWYL client data in database
- Prepare and distribute communications from the Director to clients, instructors, and/or volunteers
- Become familiar with other organizations and resources in the area
- Maintain documents for Client Support Services
- Assist in coordinating EWYL annual events
- Other duties as assigned by the Director
- Complete follow-up calls and action for clients, volunteers, church partners and donors.

Team Relations:

- Collaborate with Client Support Director on a variety of written and verbal communication to donors, clients, staff and volunteers.
- Commit to steadfast communication and partnership with Childcare Coordinator.
- Partner with Client Support Director to Facilitate Volunteer Development sessions.
- Train, equip and delegate projects to volunteers
- Collaborate & Problem Solve with peers on best practices in serving our clients well

- Identify areas of conflict or risk when dealing with clients and work to address conflict in a Godly way when it arises
- Adapt to an ever-changing environment

Administrative Duties:

- Act as subject matter expert of EWYL practices, manage flow of EWYL clients shopping and attending class.
- Communicate with donors and ministry partners of Client Support needs.
- Stay knowledgeable and up to date on HACAP practices. Continue to build our partnership with HACAP and oversee HACAP practices with volunteers.
- Answer phone and route calls to appropriate staff and volunteers
- Welcome and direct all visitors to appropriate services, staff and/or volunteers
- Keep reception area tidy, ensuring the environment reflects our highest standards of excellence
- Other duties as assigned

Required Knowledge and Abilities

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit strong commitment and dedication to the pro-life position and the biblical standard of sexual integrity
- Agree with and be willing to uphold the Commitment of Care and Competence, Statement of Faith, and the policies of Bridgehaven Pregnancy Support Center
- Possess excellent relational skills, communication, listening skills, conflict resolution, decision making, leadership, multi-tasking and computer experience.
- Must be able to handle multiple demands and prioritize in order of importance
- Have experience in office operations
- Excellent organizational, verbal, & written skills
- Proficient computer skills including Microsoft Office, and general database familiarity
- Be self-motivated, dependable and responsible
- Have maturity to respect and keep information confidential
- Friendly and respectful of the dignity of all persons

Necessary Experience and Training

- High school diploma or GED, required
- Previous office coordination or management is a plus
- Certification or degree in Office Management is a plus

Required Special Qualifications

- None

Essential Physical Abilities

- This position, although placed in an office environment, is active and may include heavy lifting from time to time.
- Frequent standing, pushing, pulling and grasping.
- Frequent reaching and viewing a computer and other types of close visual work.
- Constant sitting, walking, repetitive motion, talking and hearing