



POSITION TITLE: CLIENT CARE COORDINATOR

Part-time 18-22 hours a week

Background check before hire

Hourly pay: \$18-\$22

BRIDGEHAVEN OVERVIEW

Bridgehaven's mission is to empower choices for life through Christ-centered education and support. This mission is pursued by offering abortion alternatives through the following free and confidential services:

- Pregnancy tests & ultrasounds
- Client advocacy & options discussion
- Limited STI Testing
- Take Heart Program: Pregnancy Loss & Miscarriage Care
- Take Courage abortion recovery retreats
- Relational and sexual health education for middle, high school, and collegestudents
- Earn While You Learn program for parents, including:
 - Weekly parenting & life skills classes
 - Material assistance (food, clothing, household items, diapers, wipes, and formula)

GENERAL STATEMENT OF DUTIES

Bridgehaven's Client Care Coordinator manages the initial client experience. This includes greeting clients and visitors to the center, facilitating initial paperwork, texting, answering phones, and scheduling appointments. This position also supports the team with administrative duties and general office tasks. The Client Care Coordinator reports directly to the Chief Services & Technology Officer.

EXAMPLES OF ESSENTIAL WORK

Client Care & Communication

- Provide connecting conversations that facilitate meaningful support to assist callers in making life affirming decisions.
- Welcome and check in clients and visitors upon arrival
- Schedule client appointments and manage multiple calendars.
- Maintain timely communication with clients, including texting and phone calls
- Respond and engage with clients and visitors in sensitive ways

Administration

- Handle office duties, such as answering and routing phones, responding to emails
- Input data in our client database
- Keep a communication log
- Sort and distribute incoming mail

Adopted July 2025

- Prepare weekly bank register
- Assist in creating or revising organizational documents, spreadsheets, etc.
- Keep a record of inventory and order office and bathroom supplies
- Ensure the office is well-maintained, organized, and secure

REQUIRED KNOWLEDGE & ABILITIES

- Exceptional interpersonal, personal, written, and verbal communication skills
- Familiarity with Microsoft Office, cloud-based databases, and comfortability in learning new technologies.
- Ability to prioritize tasks to ensure productivity and completion of objectives in a timely manner
- A willingness to work collaboratively
- Possesses strong organizational skills and is detail-oriented

ACCEPTABLE EXPERIENCE & TRAINING

- Experience in front desk, reception, or office administration
- Work or volunteer experience in a ministry or nonprofit setting

REQUIRED SPECIAL QUALIFICATIONS

- A personal commitment to Jesus Christ as Lord and Savior and commitment to a local church body
- Complete dedication to the pro-life position with regard to abortion, abstinence until marriage, and other sanctity of human life issues
- Agree with and be willing to uphold the Commitment of Care and Competence, Statement of Faith, and the policies of Bridgehaven