

**Position Summary:**

The Madras Center Assistant (CA) is responsible for providing operational relief and assistance within the Pregnancy Resource Centers of Central Oregon (PRCCO). The CA will primarily function as an office assistant, but may be asked to direct general day-to-day operations, as well as function in a management and leadership role in the absence of a Center Manager or other staff member. The CA will be trained to provide all aspects of client services including client advocacy.

**Reports to:** Executive Director / Center Manager in Madras

**Hours:** 16-20 hours per week (Monday-Thursday), working primarily at the Madras Center but may, on occasion, be asked to provide coverage in Bend, Redmond or Prineville.

**Supervises:** Center volunteers, in the absence of a Center Manager or other staff member.

**Qualifications:**

- Committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and is currently active in their local church.
- Possesses a strong commitment and dedication to the pro-life position and sexual purity.
- Agrees with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the center.
- High School Diploma preferred or related experience equivalent, ideally in a helping field or non-profit organization.
- Possess experience as a volunteer in a ministry capacity, preferably one involving client care and/or counseling.
- High level of organizational skills to handle multiple tasks.
- Excellent interpersonal skills and experience working with the public
- Capable of carrying out responsibilities with little or no supervision.
- Detail oriented, self-starter, thorough and able to prioritize responsibilities.

**Essential Functions:**

## Operational Excellence

- Understand and utilize proper functioning of all processes, forms and procedures relating to center operations and client service excellence.
- Ensure that all client communications including; web appointment, text messaging, emails, phone calls, and written documents are handled with integrity, comply with privacy and confidentiality requirements, are current and executed in a timely manner.
- Plan, organize, direct and control the daily operations of the center in the absence of a Center Manager
- Handle routine calls and inquiries.
- Interact with other staff members and the Executive Director with honesty and integrity in order to build team unity.
- Inform the Executive Director of any problems which have the potential to impact the organization as a whole.
- Attend and participate in morning and afternoon devotions and lead as necessary.
- Keep donation records and assist with accepting and processing donations.

**Client Services**

- Oversee all client consulting in the center and provide direct client care when as needed or when other staff or volunteers are unavailable.
- Greet both walk-in-clients and scheduled clients and make sure they are comfortable while they wait for their scheduled appointments.
- Answer phones, manage calls, take and deliver messages.
- Assist in training volunteers as needed.
- Assist in management of office scheduling of client appointments (pregnancy testing, ultrasound and educational programming).
- Manage the quality of data input and handling of confidential client information.
- Provides organizational assistance, cleaning and material processing as needed.
- Provide general office support as needed.
- Ensure adherence with all privacy and confidentiality regulations.

**Skills:**

- Excellent computer skills with the ability to learn new applications quickly and efficiently (Microsoft Word, Excel, Email, G-Suites)
- Developing leadership and management skills
- Ability to troubleshoot and work independently

**Other**

- Participate in and provide support for staff meetings, volunteer gatherings and fundraising events, as requested by the Executive Director.
- Perform additional duties as directed by a Center Manager or Executive Director

This is not an all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. PRCCO may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.

I have read and understand this job description. If an offer of employment is extended by PRCCO, you will be asked to sign this document and agreeing to the following:

- I am capable of performing the essential functions of this position.
- I understand and agree that my employment with PRCCO 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.

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EMPLOYEE PRINTED NAME\_\_\_\_\_  
EMPLOYEE SIGNATURE\_\_\_\_\_  
DATE\_\_\_\_\_  
SUPERVISOR PRINTED NAME\_\_\_\_\_  
SUPERVISOR SIGNATURE\_\_\_\_\_  
DATE