

Position Summary:

The Center Manager (CM) is responsible for ensuring the mission and vision of the Pregnancy Resource Centers of Central Oregon (PRCCO) is realized through effective management of their assigned Center and service excellence to all clients that walk through our doors (women, men and children). The CM will direct general day-to-day operations, as well as provide management, leadership, recruitment and development of volunteer staff. The CM will oversee delivery of client services, supporting resources and materials needed to meet the client's needs. The CM is accountable for working as a team with other Center Managers to provide leadership, wisdom and guidance for the PRCCO as a whole. The CM will also serve as the "face of the ministry" to the community; engaging and educating churches, civic organizations and individuals with our mission to transform one life at a time in Central Oregon.

Reports to: Executive Director**Supervises:** All volunteers in the center**Hours:** Approximately 28 hours/week**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.
- Bachelors or Master's degree is preferred or related experience equivalent, ideally in a helping field or non-profit organization.
- Possess a minimum of one year's experience as a volunteer in a ministry capacity, preferably one involving client care and/or counseling.
- Two years or more servant leadership in a position requiring management experience.
- Excellent skills both oral and written, as well as electronic presentations including use of PowerPoint and other media as appropriate.
- Equipped and called to spiritual leadership, discipleship, encouragement and support of volunteers.
- High level of organizational skills to handle multiple tasks.
- Interpersonal skills and experience working with clients, volunteers and donors.
- Capable of carrying out all responsibilities with little or no supervision.

Essential Functions:**Operational Excellence**

- Oversee and ensure 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.
- Ensure the ongoing professional appearance of the Centers.
- Plan, organize, direct and control the daily operations of the center.
- Make prayer an integral part of the day-to-day operations of the pregnancy center.
- Work in conjunction with other Center Managers to identify, formulate, and revise operational policies and procedures necessary for consistent operation.
- Handle routine business calls that don't require the assistance of the Executive Director.
- Interact with other Center Managers and the Executive Director to relate client or staff needs, progress of center, goal- setting and implementation.
- Provide monthly and year-end client statistical reports.
- Manage center expenditures per PRCCO guidelines.

- Plan, coordinate and oversee the physical aspect of the client services area of the center.
- Oversee all material resources, including inventory and handling incoming donations.
- Inform the Executive Director of any problems which have the potential to impact the organization as a whole.
- Fulfill all other duties as assigned by the Executive Director.

Public Relations

- Participate in and provide support for fundraising events, as requested by the Executive Director.
- Identify and facilitate PRCCO's participation in local events to include those hosted by the PRCCO, with a goal to grow our presence in the community and create awareness of our services.
- Actively reach out to churches, schools and community organizations to build a network of strong, reciprocal relationships and provide accountability reports regarding outreach activity.
- Conduct speaking engagements that help educate local churches, schools and organizations.

Client Services

- Responsible for ensuring proper coverage and staffing of the center at all times.
- Oversee all client consulting in the center and provide direct care when other staff or volunteers are not available.
- Manage the quality of data input and handling of confidential client information.
- Oversee client programs and support services, offered by the center.
- Work closely with the nursing staff to coordinate client care and ensure adherence with all privacy and confidentiality regulations.
- Help evaluate, select, maintain and update the referral and educational resources for volunteers and client use, with input from other staff members.

Volunteer Care

- Create a culture/office atmosphere that encourages openness, honesty, trust, respect and Christian unity.
- Recruit, interview and select volunteers for the ministry based on spiritual gifting, maturity and center needs.
- Develop, refine, maintain and implement the successful on-boarding and ongoing training of volunteer staff according to guidelines established in the policy manual.
- Conduct oral and written evaluations of all volunteers at least yearly or more often as needed.
- Encourage and equip volunteers to be ambassadors of the PRCCO in their respective churches and the community.
- Conduct routine meetings to equip volunteers with up-to-date information regarding the ministry and our industry, changes in policies and procedures, and to create synergy.
- Recognize and express appreciation for our volunteers in tangible ways, both as individuals and as a team.

Skills:

- Excellent computer skills with the ability to learn new applications quickly and efficiently (Microsoft Word, Excel, Email, G-Suites)
- Excellent Leadership and Management skills
- Public speaking skills preferred
- Ability to troubleshoot and work independently

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.

Employee Name: _____ Employee Signature: _____

Supervisor Name: _____ Supervisor Signature: _____

Supervisor Title: _____ Today's Date: _____