



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

## **Scheduling Coordinator**

**REPORTS TO:** Clinic Manager

### **SUMMARY**

Under minimal supervision, the Scheduling Coordinator makes decisions on service for patients by determining qualifications and assessing needs, schedules and confirms appointments, processes inbound and outbound telephone calls and email correspondences, and creates and maintains accurate records and reports.

### **ESSENTIAL FUNCTIONS**

- Cross trained to perform department functions.
- Answer phones and emails with a professional demeanor while communicating clear and accurate information.
- Manage appointment requests and execute the follow up process; always pursuing every contact with the goal to secure them with an appointment.
- Maintain a professional environment with communications; written, oral, electronic modes as well as conduct with colleagues, patients and volunteers.
- Schedule and confirm appointments.
- Create, update and maintain patient files in the patient database.
- Call, email or text patient appointment reminders and confirmations.
- Utilize independent judgment to make decisions on service for patients by determining qualifications and assessing needs.
- Build relationships and trust with patients through open and interactive communication.
- Make follow up calls and engage patients in relevant programs.
- Maintain patient confidence and protect operations by keeping information confidential.
- Provide administrative support to upper management.
- Manage patient database.
- Assist in tracking and maintaining the program reports.
- Assist with overall administration which includes, updating forms, tracking brochure inventory, creating spreadsheets and documents as needed.
- Follow and implement all WRMCSN policy and procedures.
- Participate in special projects as directed by management.

### **SUPERVISORY RESPONSIBILITIES**

Oversee volunteer advocates in respect to patient assignments, ensuring that they have any information or resources needed to assist the patient.

## **EDUCATION AND EXPERIENCE**

- High School diploma
- Minimum of 2 years scheduling experience
- Minimum of 3 years' customer service experience
- Beginner level Microsoft Word & Excel
- Bilingual in Spanish preferred.
- Ministry experience beneficial.

## **SKILLS & QUALIFICATIONS**

- An active, growing personal relationship with Jesus Christ as Savior and Lord.
- Compassion for and commitment to providing abortion alternatives to women facing unplanned pregnancies and their unborn babies.
- Communication skills to converse clearly over the telephone and in person
- Excellent customer service skills and awareness is expected for this role.
- Personal, professional and public integrity.
- Technological skills, such as using word processing and spreadsheet programs to track data.
- Bilingual in Spanish preferred.
- Good punctuation, spelling, grammar and attention to detail are a must.
- Strong interpersonal skills to interact positively with patients who may be upset or stressed.
- Ability to prioritize multiple tasks and complete each task with accuracy.
- Excellent time management and organizational skills.
- Ability to treat sensitive or confidential information with appropriate discretion.
- Ability to take initiative and assist with tasks that may be outside the normal job description, if needed.
- Must work as a team player.
- Ability to solve practical problems in a timely and professional manner.
- Ability to perform work that is varied and may be somewhat difficult in character.
- Community involvement a plus.
- All employees are expected to participate in fundraising and volunteer recruitment activities.
- Must be willing to complete a background check.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must lift and/or move weights not exceeding 25 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

## **FULL TIME / NON-EXEMPT**

POSITION: Scheduling Coordinator

DEPARTMENT: Program Department

REPORTS TO: Clinic Manager

STATUS: Full Time/ Non-Exempt

COMPENSATION: Compensation commensurate with experience.

SCHEDULE: Monday through Friday/Saturday

HOURS: 9:00AM to 6:00PM / 8:00AM-5:00P