



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

CLINIC TEAM LEADER

REPORTS TO: Clinic Supervisor

SUMMARY

Under minimal supervision makes decisions on service for patients by determining qualifications and assessing need, maintains operation of the clinic and support team members through quality control assessment and coaching.

ESSENTIAL FUNCTIONS

- Cross train team members to perform all clinic functions.
- Utilizing independent judgment, make decisions on service for patients by determining qualification and assessing need.
- Oversee quality controls of all data and processes.
- Process appointment scheduling for all programs.
- Responsible for exceptional customer service reviews.
- Responsible for meeting expectations of organization vision, goals and plans.
- Open and close the office daily.
- Maintain a professional environment with communications; written, oral, electronic modes as well as conduct with colleagues, patients and volunteers.
- Create and maintain patient files.
- Responsible for tracking and maintain patient activity reports.
- Assist with overall clinic administrative activity.
- Participate in special projects as directed by management.

SUPERVISORY RESPONSIBILITIES

Support team in respect to patient experience, ensuring that they have any information or resources needed. Represent WRMCSN corporate culture at all times, both inside and outside of workplace. Lead as an example of consistent demonstration of the fruits of the Holy Spirit in words and actions.

EDUCATION AND EXPERIENCE

- High school diploma required. Associates or Bachelors preferred.
- Minimum of 5 years' professional customer service experience.
- Advanced in Microsoft Word and Excel

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.

- Proven leadership skills and ability.
- Excellent customer service skills and awareness.
- Personal, professional and public integrity.
- Bilingual in Spanish preferred.
- Good punctuation, spelling, grammar and attention to detail.
- Strong interpersonal skills essential.
- 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.
- Must have valid driver's license and current insurance for light to moderate local travel.
- 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 occasionally lift and/or move weights 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: Clinic Team Leader

UNIT: Clinic

REPORTS TO: Clinic Supervisor

STATUS: Full Time/ Non-Exempt

COMPENSATION: Compensation commensurate with experience.

SCHEDULE: Tuesday through Friday / Saturday

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