



Job Description

Client Care Coordinator

Objectives of the position

The Client Care Coordinator* sets the tone for caring and receiving Pathway to Hope clients and guests, managing phone calls, appointment flow, and donation resources. This position presents Pathway to Hope as a loving and life-affirming organization by identifying client and guest needs and facilitating their care.

Reports to: Client Services Director

Status: Part-time, non-exempt

Anticipated Hours:

Thursday (9:30am – 6:30pm) and Friday (9:30am – 2:30pm)

Some Saturdays (typically the fourth Saturday) to remotely monitor Google ad leads (3 hours max)

**The Front Desk is filled by two part-time Client Care Coordinators to ensure the desk has adequate coverage during the Center's open hours. In the periodic absence of the second part-time Coordinator, this position will work 35 hours per week: Monday (9:30am-4:30pm); Tuesday (9:30am – 6:30pm); Wednesday (9:30am – 2:30pm); Thursday (9:30am – 6:30pm); Friday (9:30am – 2:30pm).*

Requirements

- High school diploma or equivalent required.
- 1-2 years of office experience.
- Experience in staff or volunteer management is preferred.
- Bilingual (Spanish/English) preferred but not required.
- Able to lift up to 25lbs and perform physical tasks such as squatting or bending.

Qualifications

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior.
- Exhibit a strong commitment and dedication to the pro-life position.
- Agree with the Center's statement of faith, mission statement, and code of Christian conduct.
- Willing to complete training (including CareNet modules) and orientation.
- Express a desire to reach at-risk clients considering abortion.
- Believe in the sanctity of all human life from the moment of conception through natural death.
- Ability to provide spiritual leadership, discipleship, and support to staff and volunteers.
- Ability to multi-task in a busy environment with excellent communication, problem-solving, and organizational skills.
- Be able to respect and keep information confidential.

- Maintain a spirit of cooperation and servanthood.
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint), Internet browsers, and database software (eKyros preferred).
- Ability to maintain flexible hours and act in the Client Services Director's absence.

Responsibilities

- Create a warm and welcoming environment in the Lobby by maintaining an atmosphere of hospitality, peace, cleanliness, and tidiness, including offering water and snacks to clients, cleaning windows and front bathroom, vacuuming, and overall straightening as necessary.
- Greet Center guests, including clients, in a professional and friendly way that conveys the caring and serving attitude of the ministry.
- Answer calls from abortion-determined callers in a professional, non-judgmental manner.
- Accomplish items on the Daily Morning Checklist, Daily Task List, and Daily Evening Checklist as included in the manual for the role of Client Care Coordinator.
- Schedule appointments, minding availability, and scheduling to maximize services available to clients including following Center policies and procedures.
- Provide clients with appropriate paperwork and inform Advocates & Coaches of clients' arrival.
- Maintain appropriate levels of all client service forms and files, including intake forms, client folders, prep room forms, and prep room brochures/flyers.
- Utilize client data management system (eKyros) to schedule appointments and send reminders.
- Receive material and cash donations and provide receipts as requested, ensuring all donations are processed securely and in a timely manner.
- Provide Center or client information (as needed) to clients, guests, and donors.
- Distribute and inform communication to staff (as received by email, phone call, message, fax, or Center visit).
- Process incoming mail, including packages, distributing and opening according to current process.
- Check and respond to voice messages, emails, and text messages including the Spanish line/computer (using Spanish-speaking Advocates/Coaches when necessary).
- Facilitate circulation of the volunteer birthday cards to be signed by staff and ensure distribution.
- Maintain knowledge of the Centers' departments (i.e., Development, Medical) and all parenting programs (i.e., CAP, Dadhood) and personnel connected with each.
- Perform tasks as requested by the Client Services Director, i.e., including recording information, copying, and assembling materials, sorting materials, filing, and placing phone calls.
- Attend Advocate Team Meetings as often as possible.

Upon hire, the employee will receive a copy of this complete job description.

I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.

Staff _____
(Signature)

Date _____

Executive Director _____
(Signature)

Date _____

Original: Employee's Personnel File

Copy: To Employee

Updated July/2026