



891 White Bear Ave.

St. Paul, MN 55125

651-776.2328

www.optionsforwomeneast.com

We provide life-affirming alternatives through support and services to pregnant women in the East Metro area of the Twin Cities. Through a coaching approach, our goal is to positively impact our clients, helping them achieve healthy, lasting changes in their lives. We strive to foster trust by providing a safe and respectful coaching environment that enables individuals to overcome personal struggles through growth and transformational change.

Position Description - Receptionist/Office Manager

Purpose - The Receptionist/Office Manager at Options for Women is responsible for client/patient education, both individual and group, including scheduling and management of curriculum.

Time Commitment - Non-exempt part-time position with hours M-Th 6-20 hours a week.

Reporting Assignment - Reports to Executive Director

Training

- Elevate Life Training
- Orientation to Options for Women East and on-the-job training.
- HIPAA/OSHA Training

Qualifications

- Expresses complete agreement with OFWE's Mission Statement and Policies.
- Willingness to comply with the policies and procedures of the clinic and work within the organizational structure.
- Is a strong team player who creates an environment of mutual respect and fosters cooperation.
- Has a sincere desire to reach out to abortion-vulnerable and abortion determined women.
- Exhibits strong commitment and dedication to the sanctity of all human life.
- Exhibits strong commitment and dedication to sexual purity.
- Exhibit strong interpersonal and administrative skills.
- Adept at Microsoft Word, Excel, Outlook, and other computer skills.

Responsibilities

- Responsible for opening and closing procedures of the clinic each day.
- Provides reception and phone coverage at the front desk, overseeing appointment scheduling, client/patient care management, and client flow.
- Controls daily schedule in EHR and manages text messages with patients.
- Greets clients/patients, guests, or donors as they arrive, discerning their needs, and answering questions.
- Responsible for the atmosphere of the lobby always. Triage and assesses clients' needs, emotional well-being, and interactions with significant others.
- Checks in clients/patients, noting show or no-shows in EHR.
- In charge of electronic faxing and communication with partner hospitals.
- Responds to all client/patient communication via fax, text, website, and online forms.
- Assists donors dropping off material donations at the back door. Write and send thank you cards that same week.

- Maintains and updates client marketing.
- Put supplies away as they are delivered.
- Completes other relevant duties, such as participation in fundraising and development outreach, as assigned by the Executive Director.
- Attend Staff Meetings and in-services, increasing knowledge of client support and services offered.
- Assists in donor development administrative activities such as phone calls, thank you letters, and donor data entries.

Staff Development

- Maintains regular attendance at all staff and medical team meetings.
- The Receptionist receives an annual evaluation from the Executive Director.

Commitment to OFWE's organizational values

- We do not perform or refer for abortions or provide artificial contraception, but we do educate on all abortion procedures and all types of contraception.
- We promote healthy choices regarding sexuality that both honor the dignity of the human person and altogether avoid sexually transmitted infections and unintended pregnancy.
- We believe in the sanctity of human life, the inherent dignity of each person, from conception to natural death.
- We give our clients/patients the right to receive comprehensive, medically accurate information provided respectfully and compassionately, and understand the importance of addressing the needs of the whole person - physical, emotional, spiritual, and social - when providing services.

