

Title: Scheduling Coordinator**Department: Birthline/Lifeline****Hours Worked:** Full-time (37.5 hrs. per week)

Job Description

Reports to: Program Director

Supervises: None

FLSA Status: Non-Exempt

Essential Duties and Responsibilities:

- Responds appropriately to all contact inquiries during office hours.
- Manages Life Lead app, as well as other platforms related to client inquiries.
- Schedules client appointments and creates associated documentation to provide to staff.
- Sends reminder text messages and intake forms prior to client appointments.
- Maintains organized documentation of appointments and client interaction to report to Program Directors (or other designated staff) monthly.
- Attends monthly meetings to maintain Life Lead app.
- Assists with client follow up calls, following Birth line/Lifeline policies and procedures.
- Assists with typing, computer work, and data entry, as needed.
- Works seamlessly with other program staff to maintain positive client relationships.
- Attending agency meetings/staff development programs, as required.
- Attending training sessions, as determined by needs outlined in annual evaluation.
- Supports the social teachings of the Catholic Church.
- Supports program fundraising efforts in planning and attendance.
- Performs other duties as assigned.

Qualifications:

- Associate degree in related field and/or experience in an office environment and with client interaction
- Bilingual Required (English and Spanish and/or Creole)
- Experience in and/or commitment to pro-life work
- Knowledge of eKyros client database system preferred.
- Strong computer skills and ability to learn new systems.
- Proficient in Microsoft Office programs, Email, and Internet usage
- Excellent communication skills, both verbal and written
- Strong clerical and organizational skills
- Maintains confidentiality of sensitive information
- Ability to forge mutually respectful partnerships with supervisor, coworkers, and clients with an

understanding and sensitivity to cultural difference. This sensitivity includes, but is not limited to, characteristics of specific cultural and ethnic groups, religious, and various socio-economic groups

- Must be collaborative with the ability to multi-task in a fast-paced environment.
- Organized, self-starting, punctual, honest, and courteous.
- Flexible and willing to help as needed.
- Ability to adjust and perform in a versatile work environment.
- Knowledge and support of Catholic Social Teaching
- Florida driver's license and excellent driving record
- Exhibits professional telephone manners, people skills, confidentiality.
- Ability to work effectively with Diocesan employees, pastors, department heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment.
- Ability to work irregular hours.
- Resolve problems with some supervision and implement solutions.
- Consults supervisor when unusual problems arise

Physical Requirements:

- Ability to work closely with others and independently.
- Willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements.
- Willingness to respond to emergency situations without notice.
- Willingness to prioritize and respond to the needs of potential clients.
- Occasional light lifting and carrying of under 15 pounds.
- Occasional moderate carrying and lifting of 15 – 44 pounds.
- Frequent use both hands and fingers (i.e., typing)
- Frequent extended periods of sitting.
- Occasional periods of standing, kneeling, stooping, and climbing
- Occasional ability of minimal hearing (i.e., driving) and routine hearing (i.e., listening to others in conversation)

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Reviewed/Approved By:

CEO-Executive Director: _____ **Human Resources:** _____ **Director:** _____

Hand delivered on _____, **by** _____ **(Supervisor)**
to _____ **(Employee)**. **I acknowledge receipt of and understand my job responsibilities as outlined.**
in this Job Description.

Signed: _____ **(Employee) Date:** _____

Signed: _____ **(Supervisor) Date:** _____

Copies: Supervisor, Employee

Original: Human Resources