

Title: Office Support Staff

**Department: Birthline/Lifeline -
Boynton Beach**

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:

- Acts as a point of contact for the Boynton Beach office.
- Communicate regularly with the Boynton Beach volunteers and maintain the daily schedule of volunteers for the office.
- Works daily with the Scheduling Coordinator to ensure the following are addressed in a timely and organized manner for the Boynton Beach office:
 - Maintain client advocate availability on the eKyros Scheduler.
 - Reviews client appointments on eKyros Scheduler and receives and prepares associated documentation.
- Works daily with volunteer receptionists to ensure the following tasks are completed in a timely and organized manner for the Boynton Beach office and completes when no receptionist is available:
 - Maintains order and efficiency in the reception area.
 - Responds to and directs inquiries in the Boynton Beach office directly.
 - Greets, admits, and directs clients in the waiting room.
 - Creates client dashboards and enters all client information into the eKyros client database, when needed.
 - Create client files and client visits in the Florida Pregnancy Care Network Subsidium database, when needed.
 - Documents client correspondence in eKyros.
 - Communicates appointment reminders to clients via phone and/or text, confirms or reschedules appointments as needed and documents all communication appropriately, when needed.
- Ensures that client follow up calls are completed in a timely manner, following Birthline/Lifeline policies and procedures, and assists in completing follow up calls when needed.
- Assists with hands-on training in daily tasks and responsibilities and acts as a resource for volunteers and students in the Boynton Beach office.
- Communicates needed corrections in eKyros and Subsidium to Birthline/Lifeline staff and volunteers.
- Works with Program Director and Program Office Support Specialist to:

- Maintain facility and office equipment.
 - Complete office supply and client material assistance inventories
- Maintains organized documentation of client visits to report to Program Director (or other designated staff) daily, weekly, and monthly.
- Oversee organization of the on-site storage space for client material assistance in the Boynton Beach office.
- Assists with accepting donations and completes all related documentation.
- Works closely with Program Operations Manager to complete and review data entry for all three Birthline/Lifeline offices including but not limited to volunteer hours, in-kind donation logs, food bag distribution logs, and client visit documentation in eKyros.
- Works seamlessly with other program staff to maintain positive client relationships and a peaceful office environment.
- Attends agency meetings/staff development programs, as required.
- Attend training sessions, as determined by the 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)
- Experience in and/or commitment to pro-life work
- Strong clerical and organizational skills
- Excellent communication skills, both verbal and written
- Strong computer skills and ability to learn new systems.
- Proficient in Microsoft Office programs, Email, and Internet usage
- Knowledge of eKyros client database system preferred.
- Maintains confidentiality of sensitive information
- Able to forge mutually respectful partnerships with supervisor, coworkers, and clients with an understanding and sensitivity to cultural differences. This sensitivity includes, but is not limited to, characteristics of specific cultural and ethnic groups, religious, and various socio-economic groups
- 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.
- Able 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.
- Able to work effectively with Diocesan employees, pastors, department heads, representatives of other agencies and the public.
- Able to multi-task, work independently, and make responsible judgment calls.
- Able to respect confidentiality and consistently exercise discretion and good business judgment.
- Able to work irregular hours.
- Able to resolve problems with some supervision and implement solutions.
- Consults supervisor when unusual problems arise.

Physical Requirements:

- Able 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 of 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.