

Call Center Specialist

Reports to: Call Center Manager

Works with: Call Center Volunteers

Hourly requirement: Full time or part time



All staff of the Center for Pregnancy Choices Metro Area/Cline Centers are expected to have a full commitment to the pro-life cause. Each member of our team holds to the ethical and moral principles that align with the ministry's Statement of Faith and Principle & our Mission Statement: Empowering the Choice for Life. We expect each of our staff to be innovative, detail-oriented, and a team player. This is a ministry that hopes to see abortion become unnecessary and unwanted in our state; therefore, we expect our staff to be sacrificial to achieve the vision of the ministry. We expect our staff to be diligent in working toward a solution-seeking attitude rather than a self-limiting attitude. We expect our staff to be industrious and resourceful with what our community has so generously provided our ministry. Due to the nature of this ministry, our staff must be flexible. Some weekends and after 5 p.m. work will be required.

Objective: The Call Center Specialist advances the mission, vision, and values of the Center for Pregnancy Choices Metro Area primarily by answering calls, assisting the Call Center Manager with assigned tasks, and ensuring that each client is provided with confidential care and compassionate support with integrity and excellence.

Below are the essential duties and responsibilities, and others may be assigned:

Minimum Qualifications

- Have excellent communication and organizational skills and a non-judgmental attitude
- Be able to respect and keep information confidential
- Exhibit a sincere desire to reach out with the love of Jesus to people in distress
- Understand basic interpersonal dynamics
- Be able to identify and adjust to a client's pace of progress and growth
- Be familiar with scripture pertaining to the sanctity of life, forgiveness, and salvation

Call Center Functions

- Manage inbound and outbound calls in a timely manner
- Follow call center scripts when handling different topics
- Identify patients' needs, clarify information, research issues and provide appropriate referrals
- Keep appropriate records of all call center conversations in our call center database
- Work with manager to delegate projects to call center volunteers, to track call center statistics, and to adapt literature scripts and reports to the center's current needs

Additional Responsibilities

- Look for teachable moments in order to share the love of Jesus and His plan of salvation
- Remain current on patient services offered by Cline Center, such as peer counseling, practical help, sexual integrity education, spiritual guidance, and post abortion recovery counseling, and on information in the pregnancy center referral system
- Maintain an awareness and understanding of current events, relevant laws, and issues that affect the mission, vision, and values of the CPC
- Keep up-to-date on statistics and information relating to pregnancy, abortion, and adoption through volunteer staff meetings and appropriate media sources
- Cross-train as receptionist and be willing to fill in as needed
- Attend trainings and volunteer or staff meetings as required

I accept this job description.

(Signature of employee)

Date_____