

Call Center Specialist

Reports to: Call Center Manager

Hourly Requirements: Full time or part time



At the Center for Pregnancy Choices Metro Area, every team member is expected to demonstrate an unwavering commitment to the pro-life cause. Our staff fully embraces the ethical and moral standards outlined in the CPC's Statements of Faith and Principle, Core Values, Code of Conduct, and our mission: To Empower the Choice for Life.

We seek individuals who are not only aligned with our vision but are also innovative, detail-oriented, and collaborative in spirit. As an organization committed to making abortion unnecessary and unwanted in our state, we recognize that achieving this goal requires a deep level of sacrifice, flexibility, and passion. Staff should anticipate some evening and weekend work as part of our call to serve.

We value a solution-driven mindset and expect our team to be diligent, industrious, and resourceful – maximizing the generous support entrusted to us by our community. This work demands both heart and excellence as we pursue life-affirming impact together.

Objective: As the first point of contact for patients in crisis, the Call Center Specialist plays a vital role in advancing the mission, vision, and values of the Center for Pregnancy Choices. This position delivers compassionate, confidential support through phone and chat, to women in crisis. Success in this role is measured by the ability to efficiently and compassionately convert calls from at-risk women into scheduled – and kept – clinic appointments. Thriving in our Call Center requires a team member who is both proactive and bold, understanding that every interaction may represent a woman choosing between life and death for her child, and between woundedness or empowerment for herself.

Minimum Qualifications

- High school diploma or equivalent - Bachelor's degree preferred
- Proven call center experience, with a strong record of meeting or exceeding performance goals
- Ability to remain calm under pressure, multitask effectively, and adapt quickly in high-stress situations
- Excellent verbal and written communication skills, along with strong organizational abilities
- Confidence in using computers and call center software, with a willingness to learn new technologies
- Strong interpersonal and problem-solving skills, with a team-oriented attitude
- A sincere, non-judgmental desire to reach women in crisis with the love of Jesus
- Experience working with a crisis hotline or in a related care/counseling environment

Call Center Specialist Functions

- Manage inbound and outbound calls in a timely and compassionate manner, following call center scripts and adhering to the center's processes and procedures
- Promptly follow up with clients according to the policies and guidelines of the center
- Meet or exceed performance goals, including call handling time and call conversions to clinic visits
- Manage the daily administration of the Call Center, ensuring that calls are properly recorded and that conversation records are maintained in our database using center forms
- Maintain all client records as indicated in center policies and guidelines and HIPAA requirements
- Identify patients' needs, clarify information, research issues, and provide appropriate referrals
- Track and report Call Center data to support program evaluation and refinement, helping adapt literature scripts for our clients

Administration/ Miscellaneous Responsibilities

- Stay informed about all patient services offered by the Cline Center, including peer counseling, practical assistance, sexual integrity education, spiritual guidance, and post abortion recovery counseling, and pregnancy center referral resources
- Remain knowledgeable on current statistics and issues related to pregnancy, abortion, and adoption by participating in staff meetings, engaging with trusted media sources, and staying aware of laws, events, and cultural trends that impact CPC's mission, vision, and values
- Complete assigned trainings to grow in awareness and service to all people with compassion and excellence
- Attend all required staff trainings and meetings to support team alignment and growth
- Crosstrain as a receptionist and be available to fill in as needed to ensure continuity of care and service
- Serve on the events team as needed to support CPC or Cline Center events and outreach initiatives

Spiritual and Personal Expectations

Team members at the Center for Pregnancy Choices are expected to:

- Uphold CPC's policies and procedures with integrity and consistency
- Demonstrate dependability, stability, and a clear commitment to the responsibilities of the position
- Support the religious mission of CPC and actively encourage the spiritual growth of both staff and clients
- Express a genuine desire to reach and support at-risk patients considering abortion
- Affirm the humanity of the unborn child in conversations with patients, guests, staff, and the community
- Share the gospel of Jesus Christ and pray with patients and supporters, as appropriate and led
- Lead or participate in team prayer and devotional times as opportunities arise
- Maintain a personal, vital, and growing relationship with Jesus Christ
- Be an active, committed member of a local, gospel-preaching church
- Believe in the sanctity of all human life, from conception to natural death
- Exhibit strong interpersonal skills and spiritual maturity – taking initiative and embracing servant leadership
- Be self-motivated and well-ordered in both personal and professional life
- Demonstrate a warm, gentle, and hospitable spirit to the CPC family, including staff, supporters, and clients

I have read, understand, and accept the description for my position. A copy of the Position Description has been given to me for my records. I acknowledge, understand, and agree that:

- It is to inform and assist me in the performance of my duties.
- It does not constitute an employment contract or confer any rights for any employee.
- It is subject to change at any time without prior notice.

Employee Signature

Date