



Hope Clinic for Women Job Description

Position Title:	Administrative Assistant
Position Type:	Full-time, includes nights and weekend as needed; salaried All changes due to vacation/illness/offsite events/etc. should be approved by the CEO and noted on the HCFW Group Calendar.
Work Environment:	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets
Reports to:	CEO

Mission

Hope Clinic for Women is a faith-based, safe and confidential place for anyone dealing with life choices regarding past, present and future pregnancies. We provide education, counsel and medical care for anyone regardless of age, race or religion.

Vision

Hope Clinic for Women is a Christ centered ministry existing to honor the sanctity of all human life as exemplified by:

- Teenagers and single adults choosing abstinence until marriage;
 - Women and men choosing life for their child in the midst of a pregnancy;
 - People experiencing God's grace and forgiveness after an abortion;
 - The transformation of hearts and lives by discovering the purpose and potential God intended for all His children.
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Position Description:

This position enables the CEO of Hope Clinic to achieve strategic goals including various fundraising initiatives and internal culture and growth programs. This role will support the CEO and assist with administrative tasks for the board of the directors, all-staff communications, and provide back-up coverage for our receptionist desk.

Board Administration

- Prepare and distribute annual schedule, contact list, send email reminders the first of the month
- Collect all data for quarterly board packet, prepare and send packet a week prior to the board meeting
- Prepare the room and materials for meeting
- Take minutes during the meeting, submit minutes for secretary and board chair to approve and send out within 1 week of the board meeting
- Organize one-off executive or committee meetings, as needed

Donor Management

- Prepare weekly spreadsheet of donors \$250+ for CEO and quarterly list for Board to do thank you notes
- Prepare the envelopes/card for the monthly board chair thank you notes
- Set up any donor related meetings (goal: 2 meetings/week)
 - Confirm appointments, prepare donor background for CEO, send directions/contact info to all parties
- Update key notes about donors in donor database
- Pull donor data or reports from CRM, as needed
- Assist with fundraising event administrative tasks and night-of support, as needed

Program and Staff Management

- Set up all staff related meetings, send Zoom links or directions.
- Set up any job interviews, confirm appointments, send directions/contact info to all parties
- Update weekly and monthly data in EOS planning software for leadership team

Basic Administrative Duties

- Short-term project management for CEO-led initiatives
- Draft weekly newsletter to staff and board in collaboration with CEO. CEO to send.
- Supervise and train work study students to assist with administrative tasks around the clinic.
- Screen calls for CEO
- Ensure each Friday the upstairs area is cleaned and organized
- Submit invoices and receipts for administrative department
- Pulling related documents for audit
- Order staff marketing materials (t-shirts, name badges, etc)

Program Receptionist Duties: for 30% of the week, this position will serve as a back-up for front desk receptionist coverage or phone coverage to field client appointments and calls. Duties will include:

- Greeting clients and checking them in for their appointments
- Taking client payments, when necessary
- Answering the phone and scheduling appointments or transferring calls
- Checking out clients and asking them to take our satisfaction survey
- Reconciling invoices and payments in our weekly tracker
- Filing client paperwork with HIPAA in mind

Meetings:

- All Staff check-ins 1x week
- Weekly check ins with CEO
- Attend Quarterly staff retreats

Required Qualifications/Skills:

- 2-3 years administrative work experience
- Expert Word, Excel, Outlook skill
- CRM database experience
- Attention to detail
- Ability to multi-task; self motivate and execute programs and projects
- Ability to anticipate need, seek out improvement, and take initiative

AAP/EEO Statement:

Hope Clinic for Women provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, disability or genetics. In addition to federal law requirements, Hope Clinic for Women complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Hope Clinic for Women expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.