



Job Description

Vice President of Client Services

Mission Statement: Motivated by the love of Christ, we promote abundant life by providing holistic services to women and men affected by unplanned pregnancy.

Position title: Vice President of Client Services

Position type: Staff (full-time, salaried)

Department: Client Services and Leadership Team

Reports to: President

Basic function of position: The Vice President of Client Services is responsible for the day-to-day operations of Alpha Women's Center (AWC) and Alpha Men's Center (AMC), which include the implementation of the policies and procedures approved by the Board of Directors of Alpha Grand Rapids (AGR). The primary areas of responsibility are client staff supervision and client-related administrative duties.

Major Duties and Responsibilities

Management

- Coordinates the daily operations of AWC and AMC, ensuring all employees, volunteers, and clients have an experience consistent with AGR's core values
- Implements consistent policies, procedures, and forms for all departments and coordinates with the President regarding proposed changes to policies
- Maintains client database
- Formulates and provides monthly and year-end client statistics by program to the President
- Provides managerial support, direction, and supervision to client services staff
- Supports all direct reports through regular check-ins, as well as quarterly reviews, ensuring individual work objectives achieve organizational strategic priorities.
- Conducts yearly written and oral evaluations
- Identifies client services staff training needs and establishes a training plan
- Meets with all direct reports in the preparation process for the annual budget
- Coordinates with the President and leadership team on the annual budget that is presented to the Board of Directors for approval
- Oversees budgeted expenses for client services and explains unbudgeted expenses
- Prepares client services strategic plans and new program proposal papers for the approval of the President and Board of Directors
- Annually reviews program content, ensuring that each program is evidence based, up to date, and fulfilling strategic missional goals

Client and volunteer oversight

- Develops and implements Client Satisfaction Surveys
- Identifies new community partnerships to be used for referrals
- Maintains a working relationship with agencies, physicians, churches, and organizations that refer clients or accept referrals from AGR
- Works with Marketing to create promotional materials
- Assists with volunteer training and recruitment process of new volunteers as needed
- Assists employees as needed, including volunteer management, pregnancy test administration, client concerns, and other duties as required

Other

- Promotes and attends spring and fall fundraising events
- Engages in weekly Leadership team meetings as well as quarterly strategic planning meetings
- Prepares and communicates updates about client services to the Leadership team as well as communicates leadership decisions to client services staff
- Ensures that weekly prayer requests and monthly stories and quotes are provided to the Marketing Director
- Assists with stories, quotes, photos, and videos for quarterly and annual publications and events
- Participates in all required staff meetings
- Performs other duties as assigned by supervisor

Qualifications for the Position

Education: Bachelor's Degree or higher in Business, Social Work, Human Resources, Ministry, or other related field. Social Work experience is preferred.

Prior work experience: At least five years of experience in a leadership capacity, (including proven organizational leadership in ministry or other community outreach related field), as well as experience in volunteer management, program development, and communications

Language proficiency

- English required
- Bilingual (English/Spanish) preferred

Skills and abilities

- Strong organizational, administrative, and managerial skills
- Proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Strong leadership abilities including strengths in organizational and program development and implementation
- Strong verbal, written, and interpersonal communication skills, as well as public speaking abilities
- Ability to interact well with both individuals and groups from a variety of ethnicities and backgrounds
- Ability to work independently and interact with other staff members
- Ability to handle multiple responsibilities at once, manage time well, and take initiative

Essential requirements

- Belief in the sanctity of human life
- Demonstrated emotional and spiritual maturity
- Committed Christian who faithfully attends a local church
- Full agreement with the AGR Statement of Faith and AGR Statement of Lifestyle
- Proven ability to respect diversity and confidentiality

Position Elements

Available guidelines: AGR Employee Handbook

Exercise of judgment: Works closely with the various directors while still using independent judgment on projects

Nature and level of contacts: Employees, volunteers, donors, clients, patients, and the general public

Supervision exercised: Direct supervision of eight staff members and indirect supervision of 100 volunteers

Time to perform full range of duties after entry into the position: Six months

Application Process

If interested, please email or mail a resume and cover letter to:

cgeisel@alphagrandrapids.org

Attn: Colleen Geisel
Alpha Grand Rapids
1725 Division Ave S
Grand Rapids, MI 49507

For questions, please call 616.459.9955.
Minorities and persons with disabilities are encouraged to apply.