



## Job Description

### Men's Center Office Coordinator

**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:** Men's Center Office Coordinator

**Position type:** Staff (part-time, hourly at approximately 20-22 hours per week)

**Department:** Men's Center

**Reports to:** Men's Center Director

**Basic function of position:** The Men's Center Office Coordinator serves as the first face of Alpha Men's Center (AMC). The incumbent undertakes a variety of day-to-day office and administrative tasks, including answering the phone as well as greeting and assisting volunteers, clients, employees, Board Directors, and the general public. Using WayCool software, he/she schedules client appointments. The Coordinator is also responsible for accurately keeping records of AMC's contacts with clients and reviewing client files and amending information, as appropriate. In addition, the Coordinator will assist the Educational Services Manager with classes hosted in the Men's Center.

## Major Duties and Responsibilities

### Administrative

- Oversees entry and exit of the building via the front door
- Greets all visitors and seeks to build relationships with volunteers and clients
- Answers and transfers phone calls for the Center as necessary, and delivers messages to employees and volunteers
- Checks front desk email and voicemail to ensure that all communications are answered in a timely fashion
- Makes appointments for clients according to Center policy
- Facilitates the client check in/out process (i.e., checking/scanning photo ID, confirming address and phone number in WayCool software, giving intake form, and entering information from intake form in WayCool software)
- Manages emergency visits according to AGR policy
- Manages, reviews and edits the scheduler in WayCool software throughout the business day
- Assists with entering new clients and/or client visits into WayCool software
- Runs WayCool reports to ensure all clients and visitors are entered correctly
- Sends text reminders for next day's appointments
- Reviews client files and makes appropriate changes
- Creates and updates client waiting list for entering AMC programs

- Working alongside Men's Center Director, builds relationships with volunteers, supports them in their roles, and empowers them to serve clients well
- Communicates with coaches about their scheduled appointments
- Ensures that all volunteer hours are recorded and submitted in a timely manner
- Provides weekly prayer requests and monthly stories and quotes to the Men's Center Director and/or Marketing Director
- Assists with stories, quotes, photos, and videos for quarterly and annual publications and events
- Alongside Men's Center Director, maintains certain aspects of budget, expenditures, and tracking for the Men's Center
- Communicates and implements AGR policies and procedures as necessary and appropriate

### **Educational Services support**

- Provides administrative support to the Educational Services Manager for classes that take place in the Men's Center (tracking attendance, entering data into Waycool, etc.)
- Works with the Educational Services Manager and volunteers to prepare classrooms and ensure classes run smoothly and effectively

### **Other**

- Ensures that the Men's Center is clean and presentable at all times
- Refills water and coffee for volunteers
- Promotes and attends spring and fall fundraising events
- Participates in all required staff meetings
- Performs other duties as assigned by supervisor

## **Qualifications for the Position**

**Education:** High school diploma

**Prior work experience:** One-two years of experience performing administrative duties and responsibilities, preferably in nonprofit organizations

### **Language proficiency**

- English required
- Bilingual (English/Spanish) required

### **Skills and abilities**

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

### **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:** Uses independent judgment on how to manage difficult clients and how to handle calls and requests from clients and visitors in general

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

**Supervision exercised:** None

**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:

HR@alphagrandrapids.org

Attn: April DeMull  
Human Resource Manager  
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.