



Position Description: Director of Client Services

Reports to: Executive Director

Supervises: Volunteers

Status: Part-time paid staff 15-20 hours per week at \$17.00 an hour

Objectives of the position: The Director of Client Services is responsible for supporting the Director in the general operations of Pregnancy Services of Ionia County (PSIC). This includes coordinating client services, office procedures, fundraising, event planning, church relations, and community involvement.

Minimum Qualifications:

- Exhibit strong commitment to the sanctity of all human life.
- Uphold the Commitment of Care and Competence, Core Values, and policies of the center.
- Experienced in general management of running an office.
- A minimum of a high school education or GED is required.

Team Management

- Train and oversee progress of volunteers.
- Foster a cohesive office environment.
- Establish clear roles and responsibilities with volunteers.
- Empower volunteers to take initiative.

Client Services

- Communicate with clients and schedule appointments.
- Coordinate quality client service.
- Manage and maintain efficient documentation for client management.
- Supervise client recordkeeping.
- Develop and execute a method of following up with clients counseled.
- Spearhead volunteer recruitment and retention process.
- Lead by example as a Client Advocate.
- Complete regular constructive evaluations for volunteers.
- Facilitate productive regular volunteer meetings.
- Facilitate and maintain client services inventory.
- Work with the Executive Director to plan volunteer appreciation events.

Development/Fundraising

- Collaborate and organize for PSIC's annual fundraising events.
- Maintain donor/volunteer contact information.
- Design, publish and disseminate newsletter.
- Assist the Director with office administration.
- Initiate and strategize best practices for PSIC processes.
- Cultivate relationships with individual donors, businesses, and churches.
- Other duties as requested by the Director.