

HEARTBEAT INTERNATIONAL

Job Description

TITLE: Office Assistant 3 (Non-Exempt; Part-time)
DEPARTMENT: Ministry Services
REPORTS TO: Medical Specialist/APR Coordinator

SUMMARY

In support of the APR Program and the APR Coordinator, the Office Assistant performs a variety of general and advanced clerical and secretarial tasks and may occasionally perform routine administrative tasks. All tasks and responsibilities are performed in accordance with and to promote Heartbeat International's pro-life mission and vision and Christian core beliefs and core operational values.

PRIMARY RESPONSIBILITIES

Approximately 70% of the employee's time will involve the accurate and timely performance of at least five of the following tasks and responsibilities. The percentage of employee time spent on each task will vary.

1. Hotline Scheduling. Prepare monthly nurse hotline schedule. Advise APR Coordinator of any coverage gaps or concerns with schedule.
2. Maintain APR database. Enter new caller intakes, intake updates (i.e. pregnancy outcomes, symptom notes, and final progesterone information), and outcome reports. Responsible for ensuring the integrity of the database, ensuring data is current, accurate, consistent, and ready to be used for research or for other purposes as needed. Establish, maintain and manage accurate and possibly confidential records, logs, lists, and files (hard copy and electronic) related to APR Program.
3. Report generation: Run menu driven reports and queries to produce reports. May develop basic queries. Compile specified information from internal and external sources and compile and format reports in Excel or Word. Track and record specific statistics or information. Includes calculations and balancing or verification of statistics/information and general analysis of information. Includes communication with various constituencies, searching the internet, reviewing records, gathering data for research projects, etc.
4. New Provider Registration Entry. Process/enter registration forms from medical providers and pregnancy centers who wish to join the APR network. (List is utilized by nurses during their hotline shift. It can also be used as a contact sheet for emails and mailings.)
5. Non-Urgent APR Phone and Email. Assist with fielding non-urgent APR phone and e-mail (apreversal@gmail.com). Non-urgent calls include PRC questions, media requests, brochure and marketing material requests, and hotline nurse intake identifying information. Communicate cooperatively with other staff, the various HB constituencies, and the general public to obtain, gather, and provide information. Communicate with staff, callers, and visitors in a way that encourages and promotes an office atmosphere that is supportive of HB's mission, vision, core beliefs, and core operational values, including sharing the Gospel and prayer when appropriate.
6. Hotline Back-Up and Fill-In. In instances of inquiries that are unable to be handled by hotline nurses, assist APR Coordinator with providing back up and fill in support, fielding/responding to questions via text, telephone and e-mail.

7. APR Financials. Assist with processing APR invoices including the following:
 - Automatic payments
 - Grasshopper - call forwarding system for APR hotline
 - FlashWireless - non-urgent APR phone
 - Progesterone financial support - Receive and process requests for clients who require financial assistance.
 - Hotline nurse invoices

SECONDARY RESPONSIBILITIES

Approximately 30% of the employee's time may involve the accurate and timely performance of a least three of the following tasks and responsibilities.

1. Serve as backup for other clerical assignments as needed.
2. Perform advanced database and/or Word tasks such as adjusting or designing forms, reports, queries, and formats.
3. May compose correspondence and/or proofread materials.
4. Special projects or tasks as assigned by supervisor.

SUPERVISION (Received/Exercised)

Work performed independently with supervision available. Organize work and sets priorities based on schedule and office priorities established by supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work. Evaluate information to determine appropriate process based on established guidelines.

QUALIFICATIONS

1. High School graduate (or equivalent).
2. Three years office experience or training required, including answering phones, record keeping, word processing/data entry, and multitasking.
3. Word processing/data entry skills including accurate typing speed of 40 words per minute required. Familiarity with Word, Excel, and a database strongly preferred.
4. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others. Treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
5. Professional and pleasant business oral communication skills. Good written communication skills.
6. Ability to handle multiple tasks accurately and timely.
7. Detail oriented.
8. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
9. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.

10. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
11. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.