



Job Title: Call Center Assistant

Reports To: Call Center Manager

Supervises: Call Center Volunteers during shift

Minimum hours required per week: Part-time Nights and weekends (20 hours per week)

Objective: The Call Center Assistant advances the mission, vision, and values of the Crisis Pregnancy Center of Tidewater, Inc. (CPC) primarily by answering all Helpline phone calls and making appointments for each Keim Center location; assuring that each patient is provided with care, compassion, confidentiality, integrity and excellence.

Below are the essential duties and responsibilities, other duties may be assigned.

Shift Responsibilities

- Assists Call Center Manager
- Answers Helpline calls
- Oversees the Call Center volunteers during shift
- Help train new Call center volunteers
- Tracks and reports call center data
- Center receptionist duties as needed

Qualifications

- Must be at least 21 years of age
- Must have strong Christian faith and in agreement with CPC's Statement of Faith and Principle