



**Job Title:** Patient Appointment Scheduler

**Reports To:** Call Center Manager

**Supervises:** Call Center Volunteers during shift

**Minimum hours required per week:**

Part-time and Full-Time Position Available: Day shifts, Night shifts, and rotating Saturdays

**Objective:** The Patient Appointment Scheduler supports the Call Center and 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 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
- Acts as first response to incoming callers inquiring about pregnancy-related services
- Appropriately responds to callers' questions
- Schedules callers' appointments to one of our five locations
- Outgoing appointment confirmation calls
- Tracks and reports call center data

**Qualifications**

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

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