



**Crisis Pregnancy  
Center** OF TIDEWATER

## Helpline Responder Job Description

### Description/Purpose

The Helpline Responder advances the mission, vision, and values of the Crisis Pregnancy Center of Tidewater (CPC), by supporting the Call Center and serving as first response to potential patients through phone calls and internet requests. Helpline Responders schedule appointments for each location and ensure that each patient is provided with care, compassion, confidentiality, integrity and excellence. The Call Center serves a vital role to help fulfill CPC's mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. They will report to the Call Center Manager.

### Responsibilities

The successful candidate will:

- Act as first response to inquiries about pregnancy-related services
- Appropriately responds to callers' questions to help her schedule an appointment
- Make outgoing appointment confirmation calls and texts to potential and current patients
- Champion scheduling appointments in all five centers to ensure patient receives the care she needs
- Tracks and reports call center data
- Perform other duties as assigned, dependent on organizational needs and employee skills

### Qualifications

#### *Spiritual/Personal*

The successful candidate will:

- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and clients
- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel
- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Mission, Statement of Principle, and Statement of Faith
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion
- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible
- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Embrace CPC's values and the behaviors that support those values

### *Professional*

The successful candidate will:

- Exhibit strong written and oral communication skills
- Have the ability to excel in a fast-paced, changing, and challenging environment
- Be proficient in Microsoft Office products

### *Education/Experience*

The successful candidate will:

- Be at least 21 years of age
- Have Call center or customer service experience

### **Schedule**

The Helpline Responder is a Regular, Full-Time or Part-Time position. The position is approved for remote working opportunities contingent upon the demonstrated responsibility of the employee and the needs of the ministry. The Helpline Responder will be expected to be available up to 29 hours/Part time or 40 hours/Full time. Call Center is open for scheduling appointments Monday through Saturday from 8:00am-10:00pm and Sunday 2:00pm-8:00pm.

- Rotating Saturdays and Sundays

### **Compensation and Review**

Compensation consists of a competitive hourly wage dependent on the qualifications and experience of the successful candidate and their employment status (regular vs. temporary and/or full-time vs. part-time). Benefits may include:

- Health insurance
- Dental insurance
- Various Aflac plans
- Paid time off (holiday, vacation, and sick leave)
- 403(b) Retirement Plan

On a monthly basis, the Helpline Responder may be given a formal performance review by the Call Center Manager.

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