



Helpline Responder Job Description

Description/Purpose

The Helpline Responder serves as a Call Center Assistant on behalf of the Crisis Pregnancy Center of Tidewater (CPC). This individual will work with Call Center Manager and Call Center Assistants to schedule new patient appointments 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:

- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and clients
- Reinforce the humanity of the unborn child with patients, their guests, staff, and others
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Contribute to overall team efforts by ensuring effective communication
- Work with vendors, service providers, and/or volunteers as needed
- Perform other duties as assigned, dependent on organizational needs and employee skills
- Acts as first response to inquiries about pregnancy-related services
- Appropriately responds to callers' questions to help her schedule an appointment
- Schedules same-day and next-day appointments in one of our five locations
- Makes outgoing appointment confirmation calls and text messages
- Champions scheduling appointments to ensure she receives the care she needs
- Assists Call Center Manager in daily operations
- Tracks and reports call center data

Qualifications

Professional

The successful candidate will:

- Exhibit strong written and oral communication skills
- Demonstrate the ability to manage multiple projects, priorities, and deadlines simultaneously
- Have the ability to excel in a fast-paced, changing, and challenging environment
- Be proficient in Microsoft Office products
- Bilingual in Spanish and English preferred

Education/Experience

The successful candidate will:

- Have high school diploma or equivalent
- Call center, appointment scheduling and customer service experience preferred

Spiritual/Personal

The successful candidate will:

- 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
- Embrace CPC's values and the behaviors that support those values

Schedule

The Helpline Responder is a regular, part-time position. The position is approved for remote working opportunities and office shifts. The Helpline Responder will be expected to be available to work a variety of shifts Monday through Saturday and rotating Sunday shifts. Flexibility in availability is preferred.

Compensation and Review

Compensation consists of a competitive salary 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
- Long-Term Disability Insurance
- Paid time off (holiday, vacation, sick leave, etc.)
- 403(b) Retirement Plan
- And more!

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