

# **Miami Valley Women's Center Job Description**

## **Xenia Office Assistant**

### **Objectives of the Position:**

To facilitate the efficient functioning of client services and client flow-through, including answering phones and scheduling appointments, especially when volunteers are not available. In addition, the Office Assistant maintains all donated new and used resources including clothing, equipment, and other supplies for use with clients.

**Reports to:** Xenia Center Director

**Supervises:** Volunteers

**Status:** 20-23 hours per week

**Xenia Center Hours:** Mondays: 9 am - 3 pm  
Tuesdays: 11 am - 7 pm  
Wednesdays: CLOSED  
Thursdays: 11 am - 6 pm  
Fridays: CLOSED

### **Qualifications:**

Applicant should:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Exhibit strong commitment and dedication to the pro-life position
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, General MVWC Policies, and sign the Policy of Conduct
4. Be able to respect and keep information confidential
5. Complete the volunteer training and position orientation
6. Exhibit skill in interpersonal communication and problem solving
7. Assist in providing spiritual leadership, discipleship, and support to volunteers
8. Be able to carry out responsibilities with little or no supervision
9. Maintain a spirit of cooperation and servanthood
10. Preference given to applicants skilled in computer programs such as Microsoft Office (Office 365, Word, Excel), internet browsers, and eKyros
11. Ability to maintain flexible hours and act in the Center Director's absence
12. Able to lift at least 25 pounds

### **Specific Office Responsibilities:**

1. Assure that each shift begins with prayer
2. Work in cooperation with volunteers to answer phones
3. Greet clients, give appropriate paperwork and facilitate client flow-through when a volunteer is not available
4. Bring or send phone lines back from Stroop office, take messages and record statistics
5. Contact next shift appointments if time permits and log responses
6. Be able to take Intake and Follow-up clients when volunteers are not available
7. Work in cooperation with volunteers to maintain a supply of client forms and client information packets
8. Assist Center Director with performing other office administrative duties such as:
  - a. Listen to messages on answering machine and take appropriate action
  - b. Schedule and update client schedule (eKyros)
  - c. Call follow-up waiting list and schedule first appointment
  - d. Follow-up on calls for the Abortion Vulnerable/Abortion Minded book

- e. Record daily statistics
  - f. Support and assist volunteers
  - g. Take monthly inventory of office supplies and educational brochures
  - h. Update referral list
  - i. Coordinate volunteers' schedules in Center Director's absence
9. Other duties as requested by Center Director or the Director of Operations

**Resource Responsibilities:**

- 1. Handle incoming new and used donations
  - a. Fill out donation forms
  - b. Help unload cars
- 2. Sort through used donations
  - a. Match outfits
  - b. Check website for recall information on all equipment
  - c. Deliver or coordinate pickup of some donations to another local charity
- 3. Clean used donations
  - a. Launder machine washables
  - b. Clean equipment and other non-machine washables
- 4. Distribute donations
  - a. Hang outfits and put away other items
  - b. Tag and put away equipment
  - c. Price and distribute new items
- 5. When an item (i.e., cribs, car seats, etc.) is in short supply, inform the Center Director, Director of Client Support Services, other centers and other organizations of need
- 6. Keep donation, clothing, equipment, maternity clothes and baby store rooms well organized
- 7. Coordinate resource volunteers
- 8. Other duties as required

**The Xenia Office Assistant shall receive at least one yearly written and oral evaluation by the Xenia Center Director.**