



Position: Bilingual Client Services Coordinator

Reports to: Program Director

Job Definition: *Assist in the daily operations of the Willow South Office to ensure the highest level of service to clients focusing on distribution of material goods and pregnancy tests. An essential part of this position is accurate entering of services provided into our software system. Additionally, this position assists with admin duties.*

Responsibilities

- Distribute material goods to clients according to Willow guidelines
- Conduct client pregnancy tests and chaperone nurse for ultrasounds
- Manage resources and referrals
- Enter services and goods provided to clients into software system accurately and efficiently
- Address and communicate issues as they arise to ensure they are resolved efficiently
- Complete intake forms and other documents accurately and in a timely manner
- Participate in community events and fundraisers
- Cross-train to cover reception area as needed
- Assist staff and volunteers as needed; perform all other duties assigned.

Qualifications

- Education: High school diploma or GED equivalent. College degree is a plus.
- Bilingual required (*Spanish*)
- Detail oriented with strong verbal and written communication skills
- Ability to deal with the public, staff, board and donors in a professional manner
- Ability to multi-task and manage competing priorities
- Computer literate including working knowledge of Microsoft Office. Ability to learn new software and adapt to new technology

Skills & Abilities Required

- Adheres to Willow Pregnancy Support's Policy and Procedures
- Acts as a role model within and outside the organization
- Service our clients with Caring heart while relating to different cultures, backgrounds and needs
- Performs duties as workload necessitates
- Maintains a positive and respectful attitude
- Communicates regularly with supervisor about department issues
- Demonstrates flexible and efficient time management and ability to prioritize workload
- Consistently reports to work on time prepared to work and meets Department productivity standards

Physical Requirements

- Must be able to bend, stoop, and lift on occasion
- Ability to travel to multiple locations (OKC metro area)