



**Position:** EPS Reception Specialist

**Center location:** Benson/ Bellevue

**Hours:** 22-30 hours per week

**Hourly Rate:** Commensurate with experience and qualifications

**Position Purpose:** Responsible for greeting clients, determining client-testing needs, and scheduling clients appropriately. Assist with Ekyros database entry; develop Word Documents and Excel spreadsheets as needed and general clerical assignments. Serve as a trained Resource Advocate on a rotating schedule or when needed.

**Nature and Scope of Accountability:** Hired by and reports to Center Manager.

**Responsibilities:**

1. Receptionist for the Benson and Bellevue Centers
  - Greet walk-in clients and schedule clients. Assess individual needs and prepares them for nurse consultation, client advocacy or ultrasound scan.
  - Answer phone when needed, schedules appointments and directs calls as appropriate.
  - Professionally and calmly, minister to abortion vulnerable and abortion minded callers.
  - Input data from Daily Client Log Book
  - Maintains all Client Intake paperwork and Informational paper work in Lobby area.
  - Maintains Beginning Essential orientation packets
  - Maintains music and speakers for Lobby during open hours.
  - Sends out text appointment reminders via Ekyros for the next business day for Maple Village. Follows up with No Show texts for clients who missed appointments.
  - Completes Quality Control Checks for daily appointment charts.
  - Maintains Google Review Spreadsheet for clients giving permission for Google Review link.
  - Ensure outgoing mail delivery to the post office daily.
  
2. Additional Responsibilities assigned by Center Manager
  - Attend monthly staff meetings
  - Attend monthly One-on-One meeting with Center Manager
  - Maintain client confidentiality

### Knowledge/Skills/Abilities:

- Commitment to the mission of EPS, awareness, and willingness to become familiar with the agency's services.
- Ability to perform under high pressure and stressful situations.
- Provide loving, non-judgmental service and care to abortion vulnerable and minded women.
- Ability to manage multiple projects at one time.
- Excel in interpersonal skills as needed for a crisis environment
- Able to accept the direction of authority
- Proficient in Microsoft Office (Word, Excel, Outlook and Publisher). Computer literacy to include PC and iPad.
- Excellent verbal communication skills to interact with clients in a professional manner in person and on the phone.
- Attention to detail and follows policies and procedures.
- Team player and willing to assist with miscellaneous duties as assigned.

**Apply:** Send your resume and a cover letter to Center Manager Suzie Lewandowski at [suziel@essentialps.org](mailto:suziel@essentialps.org) or by mail to Essential Pregnancy Services, 6220 Maple Street, Omaha, NE 68104.