



Haslet Receptionist Manager

Position Description

Job Title: Haslet Receptionist Manager	Reports To: Haslet Clinic Director
Date: March 2025	Hours/Status: 25hrs/wk. Non-Exempt

The Haslet Receptionist Manager will report to and take direction from the Haslet Clinic Director. The Haslet Clinic Director, in conjunction with the Sr. Director of Clinic Operations, will conduct an annual review of job performance. The Haslet Receptionist Manager is directly responsible for the day-to-day operation of the Receptionist Office of Mid Cities Women's Clinic. This position functions as the front line of communication for MCWC. The Haslet Receptionist Manager position includes all administrative duties pertaining to training, communication flow, and management of all functions of the receptionists, security of the office and files, as well as maintaining a professional environment for MCWC.

The Haslet Receptionist Manager performs some or all the following:

Receptionists Management

- Assists receptionists in the performance of their duties as needed.
- Assists patients and visitors at MCWC.
- Provide compassionate service to patients while calmly managing patient communication, filing, and answering telephones.
- Maintain MCWC's environment to ensure it is welcoming, calm, and quiet for patients and their families.
- Communicate clearly and concisely with Haslet Receptionists, making sure that they are informed and stay current with all requirements.
- Conduct thorough training for all receptionists on staff both initial as well as ongoing.
- Develop a working schedule for the Haslet Reception team to meet the needs of MCWC.
- Assist in scheduling appointments and registering new patients.
- Monitor stock and availability of the most up-to-date forms.
- Conduct quarterly receptionist meeting in order to keep good communication flowing.
- Conduct yearly evaluations of Haslet Receptionist Staff and provide feedback to aid in development and growth of the team member.

Facility Management

- Coordinate with Haslet Office Manager on appearance and maintenance of MCWC facility.
- Conduct regular inspections of front office, waiting area, and kitchen.
- Participate in regular supply maintenance of bathrooms & kitchen.
- Help monitor stock and supplies at the MCWC facility.

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Security

- Maintain the security of the building.
- Maintain the security of all patient files.

General Duties

- Function as a Patient Advocate as needed.

Qualifications

- Interpersonal skills to create a pleasant experience for all patients, such as being personable and attentive.
- Expresses sincere desire to reach women in crisis pregnancies, especially those who are abortion-vulnerable and abortion-minded.
- Pro-Life, Christ follower and believes that the Bible is the inerrant word of God.
- Ability to multi-task and work under pressure in a fast-paced environment.
- Familiarity with Microsoft Office and willing to learn the Ekyros Scheduling System.
- Excellent communication and people skills.
- Exceptional organizational and leadership skills.
- Is dependable, stable, and capable of following through on commitments.
- Aptitude in resolving issues and conflicts.
- High school diploma/GED required.
- Maintains a consistent life-affirming philosophy.
- Must complete the MCWC Volunteer Lay-counselor Training and Orientation.

NOTE: This job description is not intended to be all-inclusive. Employee may be required to perform other duties to meet the ongoing needs of Mid Cities Women's Clinic.

Employee Signature: _____ Date: _____