

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: Option Line Affiliate Relations Coordinator; Exempt
DEPARTMENT: Ministry Solutions
REMOTE WORK STATUS: Position reports to the HBI office in Columbus, OH
REPORTS TO: Director of Option Line

SUMMARY

Heartbeat's Option Line is a 24/7 pro-life hotline. Calls and electronic communication come primarily from women who are facing unplanned pregnancies or who are seeking help to address other highly personal lifestyle, pregnancy, or abortion-related concerns. Heartbeat's Option Line Relations Coordinator is responsible for building relationships with our affiliate community, overseeing Option Line Program consultants, and providing general Option Line Program support. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian values.

JOB RESPONSIBILITIES

Primary Responsibilities (Approximately 80% of Time perform at least 4 of the following)

1. Build and Maintain relationships with external constituencies, primarily affiliate pregnancy help organizations.
 - a. Serves as the primary point of contact relative to affiliate organizations that have engaged, or will engage, the services of Option Line.
 - b. Represents Heartbeat International, in particular the Option Line program, at conferences and other events that present the opportunity to educate affiliates about the services of Option Line.
 - c. Develops and presents workshops and assists with speaking engagements relative to OL programming.
2. Act as Team Leader, overseeing Consultants during assigned shift, including -
 - a. Assign consultants specific tasks (answering in-bound Option Line communications). Report Consultant attendance issues (absences and tardiness).
 - b. Call employees to fill open shifts when necessary.
 - c. Coach and assist with on-the-job training as requested by the Director.
 - d. Ensure adherence to all applicable policies and procedures.
 - e. Assess consultant interactions and call volume as requested to assist in assessing performance.
 - f. Encourage/demonstrate respectful, Christian caring communication between staff.
 - g. Facilitate disciplinary actions for consultants as assigned by the Director.
3. Advise Director of performance issues, support needs, equipment issues, etc., affecting effectiveness, efficiency, and quality of Christian caring service.

4. Maintain accurate records, including logs, lists, files, and other program records requiring data entry and/or word processing.
5. Produce computer reports/forms to fulfill information requests and regular reporting needs. Track information/statistics, compile data, and provide basic calculations. Format reports. Requires use of databases, Excel, and Word.
6. Answer in-bound communications and Option Line business communications as needed.

Secondary Responsibilities (Approximately 20% of Time)

1. Provide word processing, data entry support for the Director.
2. Work with internal departments to ensure program services align with affiliate needs.
3. Other special projects as assigned by the supervisor.

SUPERVISION (Received/Exercised)

Work performed independently with supervision available periodically. Organize work and set priorities based on schedule and office priorities established by the supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work. Evaluate information to determine appropriate process based on established guidelines. Resolve routine problems.

QUALIFICATIONS

1. High School graduate (or equivalent). College degree preferred.
2. Two years office experience or training required, including answering phones, record keeping, or word processing/data entry, and multitasking.
3. Word processing/data entry skills including accurate typing speed of 30 words per minute required. A working knowledge of Microsoft Office (especially Word and Excel) preferred. Familiarity with databases strongly preferred.
4. Good written communication skills; professional and pleasant oral communication skills, including good voice quality and articulation.
5. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others and treat others with respect, honesty, and integrity, working towards Christian (scripture based) peace and unity.
6. Ability to work under pressure, handle multiple tasks, and handle tasks accurately and timely.
7. Ability to lead a team through (servant leader) example to serve those who contact Heartbeat's Option Line and other HB constituencies, including other staff.
8. Ability to work cooperatively with staff and supervisors and willingness to accept work assignments and critique of work product.
9. Self-starter with integrity, good judgment, and the ability to resolve routine problems and maintain confidentiality.
10. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
11. A willingness to share the gospel of Jesus Christ by word and example to encourage those who contact Heartbeat's Option Line, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.

12. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.
13. Ability and willingness to provide caring and respectful support to callers who are facing unplanned pregnancies or other highly personal lifestyle, pregnancy, or abortion-related concerns.