



Employment Opportunity Profile

Receptionist

Full-time position, with benefits



3807 Lancaster Ave., Philadelphia, PA 19104
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Missional Overview

AlphaCare seeks to **empower pregnant women and families** by providing health and social services and serving as a bridge to community resources. While celebrating AlphaCare's 40th anniversary, this well-established Philadelphia non-profit envisions a Philadelphia community where everyone experiences **hope, health and healing**.

To that end, AlphaCare provides **medical services**, including lab-level pregnancy tests and limited obstetric ultrasounds, **social services** and **community resources**. Providing all of services free of charge, AlphaCare strives for excellence in quality of care.

While the main office is in **West Philadelphia** on Lancaster Avenue, in 2016 AlphaCare added a **Mobile Medical Unit** (MMU) and more recently opened a satellite office in **Kensington** for social services. The MMU, fully equipped with ultrasound, serves clients in different locations throughout the city. These two additions allow AlphaCare to reach more women in their own communities.

AlphaCare is currently staffed by a diverse team of women. Each one brings a unique perspective and background, while all share a commitment to pro-life and Christian core values. When you join the staff at AlphaCare, you are joining a team **dedicated to making a difference** in the Philadelphia community.

Position Summary

The **Receptionist** represents AlphaCare to the public with a courteous and welcoming demeanor. Responsible for extending hospitality and warm reception to clients, volunteers, vendors and visitors. This staff member opens the office daily, keeping the reception areas and meeting rooms ready for guests. They take charge of unpredictable situations gracefully, problem-solves quickly and meets expressed, anticipated and observed needs efficiently. The Receptionist reports to the Program Director and serves as the main contact for client's initial appointment inquiries and scheduling.

Duties and Responsibilities

Hospitality and Communication

- Create and maintain a warm, welcoming environment in the lobby and reception area for clients and guests, opening the office daily
- Facilitate good communication by maintaining the daily schedule for each staff member working in or out of the building and keeping calendars up to date
- Prepare for meetings including room readiness, refreshments, printed documents and confirming special instructions with hosts
- Process incoming and outgoing mail and assist with the preparation and mailing of thank-you, gift-in-kind and receipt letters.

Program and Client Support

- Responsible for answering phone calls, online chat, web contact forms and directing walk-in appointments
- Schedule and confirm client appointments
- Assess unpredictable situations and seek appropriate support as needed
- Arrange drop-off and receipt of material donations
- Order and maintain stock of office and medical supplies/equipment

Qualifications

Required

- Enthusiastic embracing of AlphaCare's vision, mission and statements of doctrine and purpose
- Enjoy people and demonstrate excellent customer service skills
- Flexibility, multi-tasking and willingness to perform additional tasks as assigned
- Ability to follow strict policies and protocols for appointment scheduling
- Excellent communication, particularly through phone, text and in person
- Cross-cultural experience and sensitivity
- Proficiency in Microsoft Office Suite (Excel, Word)

Additional desired skills

- Foreign language ability: Spanish (high priority), Chinese, Vietnamese, Russian
- Work experience in an office setting

AlphaCare is an equal opportunity employer.

Interested applicants, please email
resume and cover letter to
AlphaCare at office@alphacarephilly.org.