



## Employment Opportunity Profile

### Friday Receptionist

Part-time position, with benefits  
Works Fridays, 8:30am – 4:30pm



3807 Lancaster Ave., Philadelphia, PA 19104  
[friendsofalphacare.org](http://friendsofalphacare.org) | [alphacarephilly.org](http://alphacarephilly.org)  
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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 40<sup>th</sup> 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 testing and limited obstetric ultrasounds, [social services](#), and [community resources](#). Providing all 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 values diversity and is committed to the advancement of cultural competence. Each staff member 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 [Friday Receptionist](#) represents AlphaCare to the public with a welcoming demeanor. Responsible for extending hospitality and warm reception to clients, volunteers, vendors, and visitors, this staff member opens the office on Fridays, 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 serves as the main contact for client's initial appointment inquiries and scheduling.

Priority in hiring may be given to candidates interested and available to work when the other Receptionist is occasionally out of the office.

## 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 on Fridays
- Facilitate good communication by maintaining the 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

### 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

## 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

As an equal opportunity employer, AlphaCare is committed to ensuring diversity in its workplace, and candidates from diverse backgrounds are strongly encouraged to apply.

Interested applicants, please email  
resume and cover letter to  
AlphaCare at [office@alphacarephilly.org](mailto:office@alphacarephilly.org).