



## Employment Opportunity Profile

### Receptionist

Part-time position, with benefits



3807 Lancaster Ave., Philadelphia, PA 19104  
[friendsofalphacare.org](http://friendsofalphacare.org) | [alphacarephilly.org](http://alphacarephilly.org)  
215.546.8686 | [office@alphacarephilly.org](mailto:office@alphacarephilly.org)

## Missional Overview

AlphaCare seeks to [empower pregnant women and families](#) by providing health and social services and serving as a bridge to community resources. Ministering for over 40 years, 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 Clinic](#) (MMC). The MMC, fully equipped with ultrasound, serves patients in different locations throughout the city. This allows AlphaCare to reach more patients in their own communities.

AlphaCare seeks to be inclusive in our search for and integration of staff, volunteers, board members, and financial partners. We do this to acquire a wide range of skills, experience, and insight to best meet the needs of and serve our diverse client population. 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 [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, 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 in 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 and preparing the office prior to opening each day
- 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
- Direct incoming guests, calls, and emails following appropriate protocols
- Process incoming and outgoing mail
- Maintain relationships with neighbors

### Client Inquiry, Scheduling, and Front Desk Coverage

- Schedule and confirm client appointments
- Responsible for answering phone calls, online chat, web contact forms and directing walk-in appointments

### Building

- Ensure office hallways always remain clear and accessible.
- Keep cleanliness of first floor area with vacuuming and Clorox wiping as needed, especially in the lobby area

- Maintain kitchen and bathrooms by keeping spaces organized and stocking essential supplies (including paper towels, toilet paper, sanitary pads, and water bottles, etc)
- Oversee the disposal of trash and recycling, ensuring proper handling and collection

## 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
- Strong computer skills, particularly in Microsoft Office (Outlook, Word, Excel), and be a quick learner when it comes to new programs and systems

### Additional desired skills

- Foreign language ability: Spanish (high priority), Haitian Creole, Portuguese
- Work experience in an office setting

AlphaCare is an equal opportunity employer. We aim for a diverse and inclusive workplace, and candidates from diverse backgrounds are strongly encouraged to apply.

## Employee Benefit Highlights

- Separate Paid Time Off (PTO) and paid Sick Leave
- Retirement fund with employer matching contributions up to 3% upon completion of first year of employment
- Two months paid sabbatical after seven years of employment

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