



Gateway Women's Care is seeking suitable applicants for the position of Client Services Director. This can be either a full time position or part time position for approximately 28 hours per week.

Please direct all enquiries by email to grace@gatewaywomens.care or ring the administrative office on 919.873.2440

Responsibilities: The Client Services Director (CSD) will oversee the daily operations of the center and assure its smooth operations. Oversight responsibilities include the answering of phones, scheduling and supervision of clients and volunteers, certifying client paperwork, ensuring the entry of all client data and reporting of client statistics. This position communicates with the clients and helps the center improve the client satisfaction levels. The CSD also works with other center staff, such as Nurse Manager and Client Services Assistant to improve service levels, and reports directly to the Executive Director of Gateway.

Skills: The Client Services Director must be highly personable, possessing good communication skills and the ability to solve complex client issues. A service-oriented disposition and the capacity to manage time and personnel are essential. The Client Services Director must possess the ability to be flexible and adjust to unforeseen, unplanned events.

Skills/Qualifications:

- Reporting skills, administrative writing skills, Microsoft Office skills, Excel, managing processes, organization, analyzing information, professionalism, problem solving, inventory control, verbal communication
- Team management
- **Phone etiquette**
- Resolves administrative problems by highlighting and analyzing them, and identifying solutions.
- Be able to carry out responsibilities with little or no supervision
- Multi-tasking skills

Proficiency: The Client Services Director usually has a four-year college degree, and pregnancy center experience is desirable but not essential.

Application deadline: May 31, 2022.

[Link to Application forms](#) or email grace@gatewaywomens.care to confirm intent to apply