

Heartbeat of Lima

Client Services Director

Job Description



Position Summary

The Client Services Director oversees the daily operations of client services and volunteer coordination for Heartbeat of Lima's Pregnancy Resource Center ("center"). This position ensures that clients receive compassionate, high-quality services consistent with the mission, values, and policies of Heartbeat of Lima. The Client Services Director also recruits, trains, supports, and supervises volunteers and assigned staff while maintaining safe and efficient operations.

Reports to: Executive Director

Supervises: center staff

Schedule: 30–40 hours per week, hourly

Qualifications

- Committed Christian who supports the mission, values, and Statement of Faith of Heartbeat of Lima.
- Strong commitment to the pro-life ministry.
- Excellent communication and interpersonal skills.
- Ability to lead, train, and encourage volunteers and staff.
- Organized, dependable, and able to manage multiple responsibilities.
- Experience in leadership, volunteer coordination, or client/customer service preferred.
- Working knowledge of Microsoft Office and willingness to learn additional software systems.

Administrative

- Supervises & conducts daily operations of the center, including opening and closing duties.
- Maintain records, reports, statistics, calendars, and program documentation.
- Support facility, office supply, and inventory management.
- Collaborate with leadership and staff to support organizational goals and reporting needs.
- Help ensure compliance with organizational policies, confidentiality standards, and applicable procedures.
- Participate in planning, meetings, and special projects as assigned.

Client Services

- Oversee and support client programs, scheduling, boutique, classes, and events.
- Ensure clients are treated with compassion, dignity, and respect in accordance with the Commitment of Care and Competence.
- Maintain confidentiality and accurate client records.
- Provide client support, referrals, and education as needed.
- Assist in evaluating and improving programs and services to best meet client needs.
- Coordinate with community organizations and resources when appropriate.
- Oversee the material resources incoming and outgoing to ensure client needs are met within the capability and manageability of the center.

Volunteer & Staff Management

- Recruit, train, schedule, and supervise staff (volunteers and employees) serving within the center.
- Ensure staff are properly equipped to provide excellent client care and follow organizational policies and procedures.

- Provide ongoing encouragement, communication, support, and accountability for staff.
- Organize staff meetings, training programs, and appreciation events.
- Maintain volunteer records, training logs, and background checks.
- Foster a positive, Christ-centered culture that promotes teamwork, professionalism, and servant leadership.

Additional Responsibilities

- Serve as a positive representative of Heartbeat of Lima within the community, including attending events, churches, conferences, collaboration groups, and community resource fairs.
- Support the mission and ministry of the organization through servant leadership and teamwork.
- Attend and participate in events at the Executive Directors request including the Annual Fundraising Banquet, open house, and other donor-facing experiences.
- Perform other duties as assigned by the Executive Director.

Licensure or Certification Requirements: Valid Ohio driver's license.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions.

I have received a copy of this job description. I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.

Employee_____ (Signature) Date_____

Employer_____ (Signature and Title) Date_____