Position Description

The Receptionist/Office Coordinator is responsible for creating a welcoming, survivor-centered office environment by performing clerical, general office, and reception functions of the agency. The position provides general administrative support services to staff as well as administrative support for agency events. This is a full-time, non-exempt position, reporting to the Administrative and Operations Manager.

Responsibilities

The duties of this position include and are not limited to the following:

• Interact with all survivors utilizing trauma-informed care and harm reduction models of services.

• Maintain an office environment that is accessible, welcoming, and trauma-informed for all people accessing services.

• Answer calls on the business and helpline during business hours, maintain message logs, respond to general inquiries, and direct calls to the appropriate parties; manage phone system messages and updates.

• Greet the public in a warm and welcoming manner, receive visitors and ascertain the nature of business, escort visitors to the appropriate person or advocacy room when appropriate.

• Organize and maintain the lobby, kitchens, hallways, meeting rooms, entryway, the outside front entry, and public bulletin boards.

• Maintain staff schedules and client appointment calendar, and complete reminder phone calls to all support group participants and follow-up calls to clients for scheduling.

• Organize meetings and appointments as necessary.

• Process administrative work requests, including all incoming and outgoing mail, faxes, copy requests, word processing, and filing to meet agency and program needs.

• Professionally represent the agency in written and verbal communication. Ensure accuracy and completeness with regard to spelling, grammar, composition, and format in written correspondence.
Employment Opportunity

Receptionist/Office Coordinator

Responsibilities
The duties of this position include and are not limited to the following:

- Maintain professional relationships with community service providers and up-to-date information on community resources.
- Maintain in-depth knowledge of office equipment functions and ensure proper maintenance.
- Organize and maintain ongoing office supply inventory, determine supply needs and make purchases in a cost-conscience manner; research and recommend office equipment as needed.
- Supervise administrative volunteers and interns as necessary.
- Maintain current information on vendors, including annual background checks.
- Ensure annual background checks are performed on all agency volunteers.
- Correspond with, and maintain record of, potential agency volunteers.
- Accurately maintain client service records, including helpline and support group logs, WorkFirst clients, and Safe Housing Program case management records within the state database. Create new client files and update client information in the client database as needed.
- Perform donation tracking including in-kind donations, credit card donations, and entering checks in to the donor database.
- Assist with donation mailings, including sending tax receipts and thank-you cards, ordering remittance envelopes and other needs, and ensuring postage and mailing is completed.

Qualifications & Requirements
- Two years of relevant experience or a bachelor’s degree is preferred.
- Non-profit Office Coordination experience preferred, but not required.
- Understanding of domestic violence and sexual assault and a strong desire to work with survivors.
- Completion of (or willingness to complete) 42-hour advocacy core training.
- Excellent verbal and written communication skills.
Qualifications & Requirements Continued

- Knowledge of local community service agencies.
- Competence in basic office management, record keeping, and computer skills.
- Initiative to learn and enhance skills that promote equity and an understanding of oppression and its impact on domestic and sexual violence.
- Positive problem-solving attitude with a willingness to provide and seek feedback from team members.
- Ability to work independently and as part of a team.
- A valid drivers license, insurance, and a clean driving record.
- Commitment to respecting individual differences and serving diverse populations.
- Excellent verbal and written communication skills.
- Passion for ending gender-based violence.
- Individuals with additional language fluency in Russian, Spanish, sign language, or other locally relevant languages are preferred and will receive a 5% salary range premium after a successful probationary period.
- DVSAS is committed to respecting and reflecting diversity. Survivors are encouraged to apply.

DVSAS Mission

The Mission of DVSAS is to support individuals affected by domestic violence, sexual assault, and sexual exploitation, and to lead the community toward ending those abuses of power.

Pay Range

This is a full-time, non-exempt position that pays $35,700—$45,900 per year.

Employee Benefits

DVSAS offers employee medical benefits, retirement, an employee assistance program, paid sick leave, and paid vacation.

How to Apply

Submit a resume and cover letter (found at DVSAS.org) to mttinsley@dvsas.org.