

Receptionist Temp

Reports To: Administrative & Operations Manager

Salary: This is half-time, 0.5 FTE, non-exempt position. Pay begins at \$17.86 - \$21.87 per hour, based on experience.

Benefits: N/A for temp positions

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.

Position Summary

The Receptionist is responsible for creating a welcoming, survivor-centered office environment by performing clerical, general office, and reception functions of the agency.

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.

Employment Opportunity

- Assist clients with general needs such as copying, faxing, mailing, mail pickup, and handing out basic hygiene and clothing items.
- Organize and maintain the lobby, kitchen, hallways, meeting rooms, entryway, the outside front entry, and public bulletin boards.
- Maintain staff schedules and client appointment calendar, and complete reminder phone calls when requested. Organize meetings and appointments as necessary.
- Process administrative work requests, including all incoming and outgoing mail.
- Receive, document, and forward various forms of incoming electronic communication: client needs, inquiries from the general public, volunteer applications, etc.
- Word process, photocopy, and file to meet agency and program needs.
- Professionally represent the agency in written and verbal communication. Ensure accuracy and completeness regarding spelling, grammar, composition, and format in written correspondence.
- Organize and maintain ongoing office supply inventory, determine supply needs and make purchases in a cost-conscious manner.
- Accurately maintain client call logs and other service records as applicable.

Qualifications & Requirements

- Two years of relevant experience required.
- 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 online.
- Excellent verbal and written communication skills.
- Knowledge of local community service agencies.
- Competence in basic office management, record keeping, and computer skills.



**Domestic Violence and
Sexual Assault Services**
ending violence, transforming lives

1407 Commercial St.
Bellingham, WA 98225
www.dvsas.org

24 hour helpline: 360.715.1563
toll-free: 877.715.1563
accepts 711 and other relay calls
Se habla español.

Employment Opportunity

- 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.
- Commitment to respecting individual differences and serving diverse populations.
- 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.
- DVSA is committed to respecting and reflecting diversity. Survivors are encouraged to apply.

How to Apply

Submit a cover letter, resume, and application (found at <https://www.dvsas.org/get-involved/employment-opportunities/>) to employment@dvsas.org

Work Environment: Ability to work in moderate and loud noise environments including, but not limited to: paging, telephones, human voices, music, and machinery.

Important Disclaimer: Employees are expected to act in the best interest of DVSA and the clients we serve, even if doing so requires actions or responsibilities not listed in the above job description. The above statements are intended to describe the general nature and level of work being performed by those assigned to this job. They are not intended to be an exhaustive list of all duties and responsibilities required of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned which are not considered essential and may not be listed here.



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