

Receptionist/Office Manager

Position Description

The Receptionist/Office Manager is responsible for creating an exceptionally calm and professional 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, supervised by the Executive Administrative Assistant.

Responsibilities

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

- 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 consistent and personable manner, receive visitors and ascertain the nature of business, escort visitors to the appropriate person or advocacy room when appropriate.
- Maintain a clean and professional environment in the agency by continually straightening and organizing the lobby, kitchen, hallways, meeting rooms, entryway, the outside front entry, and public bulletin boards.
- Process all incoming and outgoing mail.
- Maintain staff schedules and client appointment calendar.
- Process all incoming and outgoing mail.
- Process incoming administrative work requests.
- Maintain accurate and current office files, both electronic and paper.
- Word process, photocopy and file to meet agency and program needs.
- Enter and compile data in agency databases, including client and donor databases.

Receptionist/Office Manager

Responsibilities Continued

- Professionally represent the agency in written and verbal communication. Ensure accuracy and completeness with regard to spelling, grammar, composition and format in written correspondence.
- Organize meetings and appointments as necessary.
- Manage office inventory in a cost-conscious manner with the assistance of the Executive Administrative Assistant and place bi-monthly orders.
- Organize and maintain ongoing office supply inventory, determine supply needs and make purchases in a cost-conscious manner.
- Research and recommend office equipment as needed.
- Supervise office volunteers and interns as necessary.
- Maintain in-depth knowledge of office equipment functions and ensure proper maintenance.
- Maintain current information on vendors
- Perform background checks on vendors and volunteers annually and as-needed.
- Ability to establish and maintain effective working relations with staff and associates.

Qualifications & Requirements

- BA or BS Degree preferred
- Bilingual Spanish Preferred
- Must have at least two years of Office Management experience with increasingly greater responsibility
- Excellent verbal and written communication skills.
- Exceptional computer skills in word processing required, database management, and spreadsheets (MS Word, Excel, Access, etc.)
- Must be willing to complete agency training on domestic violence and sexual assault
- Ability to work independently on projects.

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Qualifications & Requirements Continued

- Commitment to respecting individual differences and serving diverse population.
- Positive, problem solving attitude with a willingness to provide and seek guidance from team members.
- Passion for ending gender-based violence.
- Individuals with additional language fluency in Russian, Spanish or sign language are preferred and will receive a 5% salary range premium after a successful probationary period. This position requires fluency in Spanish.
- 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 \$35,000—\$45,000 per year. Starting salary is generally offered within the beginning third of the pay range.

Employee Benefits

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

How to Apply

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



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Fax: 360.647.6015 | dvsas.org

TOLL FREE
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24 HOUR HELPLINE
1.360.715.1563

accepts 711 and other relay calls
Se habla español.