

Solace Sexual Assault Services Job Posting

Position: Full-Time Client Services Coordinator/Administrative Assistant

Hours: 36 hours a week – 4-day work week Non-Exempt

Wages: \$20.00 to \$23.00 per hour -DOE

Reports to: Chief Financial Officer

Location: Santa Fe, NM

Who we are:

Solace Sexual Assault Services has been restoring strength for over 51 years. Formerly known as Santa Fe Rape Crisis and Trauma Treatment Center, Solace provides a safe place to receive evidence-based therapy for post-traumatic stress, complex trauma, anxiety, and depression disorders for survivors of rape and sexual assault. Other services include victim advocacy, forensic interviewing, and primary prevention programs. We are accredited through the National Children's Alliance as a Family Advocacy Center for children and their families in cases of abuse, neglect, or the witnessing of violent crime.

Position Summary: The Client Services Coordinator / Administrative Assistant is responsible for organizing all front office activities including opening and closing procedures. Duties include website and database management. This person is responsible for delivering a trauma-informed response to all persons utilizing Solace's services by maximizing safety, trustworthiness, participant choice and control, and prioritizing empowerment and collaboration.

Service Coordination Duties and Responsibilities:

1. Daily opening and closing of the Center during regular business hours.
2. Answer all phone calls promptly and transfer appropriately. Direct all crisis calls to the appropriate staff advocate or triage clinician. Take and distribute messages for all staff, volunteers, and others at Solace.
3. Provide callers with information regarding services available for their needs.
4. Greet all beneficiaries (therapy clients, crisis walk-ins, clients of forensic services) volunteers, and visitors, and make them comfortable, offer and serve them refreshments, and at ease maximizing a trauma-informed response as needed.
5. Process Medical Records requests for clients, make copies and provide those copies to the requester, and work with accounting staff on payment arrangements.
6. Must complete the OJB – OVCTACC Victims Advocacy Training online within the first 90 days of employment.

Administrative Support Duties and Responsibilities:

1. Collect, record, copy, and submit to accounting all payments from donors, foundations, and governmental agencies. Receive and apply donations, installment payments, and pledges into the donor database.
2. Add and update contact records for households and organizations in the donor database.
3. Maintain calendar and schedule of events and meetings agency wide as well as calendar of staff activities.
4. Manage all types of correspondence and direct them to the appropriate contact.
5. Create and submit for signatures all "thank you" and tax letters.
6. Ordering all office supplies and routine errands as needed.
7. Oversight of proper function and utilization of the phone system, postage meter, and copier/printer/scanner.
8. Provide support and secondary duty of scheduling vendors/contractors for building maintenance.
9. Process the background checks for all prospective employees, interns, volunteers, board members, and all others needing clearance at SCTC.
10. Provide administrative support to SCTC, Solace Partners, Development Director, Board Members, Executive Director, and CFO.
11. Daily office upkeep: maintain clean and tidy lobby, kitchen, other shared workspaces, water plants, change toilet paper rolls, etc.
12. Attending meetings and providing administrative support for meetings
13. Cross-training with Accounting Specialist.
14. Respond to any other duties and assignments requested by the Executive Director and CFO.

Qualifications:

1. Organized, responsible, and punctual.
2. Ability to multitask and experience in busy office work environments.
3. Excellent interpersonal skills and ability to supervise others.
4. Excellent telephone and oral communication skills.
5. Advanced word processing and data entry skills, high level of experience with Microsoft Office 365 suite of products.
6. Team player.

7. Positive professional attitude and outlook.
8. Desire to make a difference in support of survivors and potential victims of sexual violence and other types of trauma.
9. Ability to maintain confidentiality regarding all client and personnel issues.
10. Must pass a CYFD background clearance.
11. Responsibility for maintaining and providing proof of auto insurance as use of a personal vehicle is required, current valid driver's licenses, and condition of employment to support Solace Crisis Treatment Center's administration department.

Work Environment

- While performing the job's responsibilities, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.
- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate. The passage of employees through the work area is normal.

Physical Demands

- While performing the responsibilities of the job, the employee is required to communicate with clients, community, and stakeholders/community partners.
- The employee is expected to be able to communicate via electronic methods and use Microsoft software.
- The employee will need to sit, stand, or otherwise be mobile within the office.

People of color, LGBTQ individuals, bilingual (English/Spanish) individuals, and people living in the many intersections of these experiences are encouraged to apply. Solace is an Equal Opportunity Employer and is committed to an equitable workplace where everyone is treated as a respected and valued member of the team.

To Apply: Please send a resume, letter of interest, and 3 references to Maria Jose Rodriguez Cadiz at mjrodcadiz@findsolace.org