



JEANNE GEIGER CRISIS CENTER

Mission: Empower individuals and engage communities to end domestic violence.

Job Title: Program Administrative Assistant	Salary Classification: Administrative
Reports To: Programs Manager	FLSA: Full-time 40 hours - Exempt
Supervises: N/A	
Location: Amesbury and Lawrence, MA	Date: September 2021

Who We Are:

The Jeanne Geiger Crisis Center is a nonprofit organization that provides comprehensive services to meet the complex needs of adult and child survivors of domestic violence. We have offices in Newburyport, Amesbury, and Lawrence, Massachusetts.

The Jeanne Geiger Crisis Center is committed to social and racial justice and to creating a diverse, inclusive, and equitable society. We are an equal opportunity employer and are dedicated to fostering an environment where people from all backgrounds thrive –in particular, people with marginalized identities. While we have a lot of learning still to do, we are working hard to incorporate equity and inclusion into all aspects of our work.

We understand that an intention to be anti-racist and equity-centered does not have a finish line. We are growing, changing, and doing our best to listen and learn. Through this process, we plan to extend our learning organization-wide, revisit and revise our mission and values statements, build more transparency, and make ongoing improvements to organizational culture and operations. We invite you to join us: on this journey to center racial and gender equity and inclusion, and in our mission to empower individuals and engage communities to end domestic violence.

Primary Responsibilities: The Program Administrative Assistant provides administrative support to staff across two offices, handles a wide range of office managerial duties and interacts with community members, including survivors of domestic violence. The position requires an energetic professional who is comfortable wearing multiple hats, is well organized, creative, and flexible.

Major Duties:

Program Assistant:

- Data entry and management for survivor services database and (limited) financial data entry.
- Assist with monthly, quarterly, annual, and as needed reporting for a variety of grant and agency needs.
- Create, edit, and brand written materials including documents, PowerPoint presentations and spreadsheets for internal and external use.
- Assist in the submission of grant reports.

Office Manager:

- Answer phones.
- Greet community members, survivors of domestic violence and vendors with warmth and professionalism.
- Provide limited tech support to staff and act as liaison to technology vendor for complex issues.
- Oversee office supply inventory and deliveries.
- Act as a liaison to various vendors who support office functioning, including coordinating work and maintenance of office equipment.
- Develop and maintain documentation of office procedures and systems.
- Oversee delivery and installation of office furniture and equipment as needed.
- Assist with preparing the office for various trainings and events.

Other

- Actively participate on the Administrative Team to meet organizations needs and goals.

Knowledge/Skills/Experience Required:

- Positive attitude when interacting with staff and clients in a fast-paced environment, sometimes under pressure.
- Ability to be flexible, proactive, resourceful, and efficient.
- Must have good trouble-shooting and problem-solving skills.
- Familiar with Office technology equipment (copier, scanner, fax, and limited computer assistance)
- Exceptional organizational skills that will ensure dependability, follow through and accurate completion of tasks.
- Strong written and verbal communication skills, with excellent attention to detail.
- Proficient in Microsoft Office (Outlook, Word, Excel, Teams and PowerPoint) and Adobe Acrobat.
- Non-profit experience preferred.
- A commitment to ending violence and promoting social change is a must.

Education Required: B.A. or equivalent work experience.

As an equal opportunity employer, we are committed to workforce diversity and hiring people with diverse backgrounds and life experiences. Survivors, people who are bilingual/bicultural, people of color, people with disabilities, and LGBTQ and trans gender are strongly encouraged to apply.

Mental Demands:

Reading
Detailed work
Confidentiality
Problem Solving

Verbal communication
Written communication
Multiple concurrent tasks

Physical Demands:

Sitting

Speaking

Listening

Lifting

Heavy computer use

Special Work Conditions:

Occasional early morning or evening hours may be required

Local travel required.