

Job Title: Executive Assistant/Business Office Manager

Job Summary: The EA/Business Office Manager is responsible for overseeing the day-to-day operation of the Business Office, developing an efficient operation of the HDVS Business Office and for providing administrative support to staff with main duty responsibilities to the Executive Director; Works in collaborative with in-kind donors and other donor functions and crossover with donor and stakeholders donation programs. This position is also apart of the Leadership Team.

Reports To: Takes direction and supervision from Executive Director.

Pay Range: TBA

Location: Business Office

Schedule: Monday – Friday, 9:00 a.m. – 5:00 p.m.

Position Status: Full-time, Non-Exempt, hourly wage/\$16.80 to start; full HDVS benefits that include: full medical, dental and vision (paid 100% for employee), earned sick leave, optional wellness plan, paid holidays, PTO; six months probationary period.

Job Functions:

- Must be well organized and comfortable with setting a daily routine in keeping the business office on task.
- Responsible for multi-line telephone system. Assures that caller requests are responded to, calls routed appropriately, and messages taken. Answers incoming calls on business line. Also responsible in making sure clients are routed to the support line when calling and is suited at working with an organization that works with high levels of trauma.
- Provides clerical/office support to HDVS staff and Board as directed by Executive Director. Performs routine and skilled word processing tasks including reports, correspondence, educational and outreach materials.
- Maintains office filing system and library of resource materials as assigned.
- Responsible for opening Business Office at 9:00 a.m. during the weekdays (excluding holidays).
- Responsible for overseeing reception duties at Business Office, including new business office tours and new employee set up.
- Responsible for collection and distribution of mail received by Business Office. Coordinates all bulk mailings as assigned with newsletter.
- Screens visitors and clients seeking entry to the confidential Business Office location.
- Assists with in-kind donations that are brought to Humboldt Domestic Violence Services.
 - Works with CPM on clothing voucher service and Safehaven on large in-kind donations.

- Oversees logging in monetary and in-kind donations. Working with Fiscal Coordinator and other staff to ensure that all donors receive receipt and thank you notes and certifications.
- Assists in development and public relations, including maintaining donor files, writing and distributing press releases, assisting with grant requests and may maintain Apricot stat numbers for granting.
- Assist with maintaining Board minutes and other items for audit purposes.
- Assists in the agency Newsletters, all mailing and upkeep of mailing list.
 - Website and Social Media upkeep and updates.
- Working with the Finance Director, assists with and monitors the purchases, petty cash, vouchers and other costs (utilities, repairs, supplies, etc.) and makes the appropriate payroll deposits and rental deposits.
- Provides support services to staff, including maintenance of educational materials, referral lists, and other services that support the mission and goals of HDVS.
- Attends regular meetings with Business Office staff and volunteers to ensure the quality and effectiveness of services.
- Oversees Business Office computer network. Calls for repair and maintenance as needed. Assigns e-mail addresses to new staff and maintains all staff addresses.
- Provides training to staff on operation of in-house resources. Responsible for overseeing maintenance of office equipment.
- May work with the Executive Director and Safehaven in the collection of statically data for grant funding.
- Maintains general maintenance and upkeep of the business office, including resource sheds and supplies.
- **Performs other office duties as requested.**

Job Qualifications:

- An ability and desire to work as a positive, proactive member of a team and role model for HDVS. Knowledge of client-centered work is useful.
- Experience working in a business setting where maintaining confidentiality is vital to the safety and well-being of staff, volunteers and clients. Must know office procedures and be experienced in operation of office machines. Experience in coordination of multiple programs and task is helpful.

- Demonstrate clear knowledge and competency in use of Microsoft Word, Excel, desktop publishing (Publisher or similar software), newsletter programs, Outlook and other data entry programming. Able to answer questions on computer operation including e-mail setup and file maintenance. As well as, maintain website and social media.
- Have strong verbal and written skills and, demonstrate ability to communicate effectively orally and in writing. Must be able to edit documents for grammar, spelling, and punctuation.
- Ability to maintain boundaries and to be confident and firm when enforcing rules.
- Comprehensive knowledge of confidentiality.
- Must be highly organized, detail oriented, reliable and able to accept direction.
- Ability to work as part of a team.
- Experience in supervising projects.
- Ideal candidate will have an undergrad degree or equivalent background with clear experience and working history in an office setting.
- Must possess or have access to a registered vehicle in operating condition. Must provide proof of valid vehicle insurance and possess a valid, California driver's license and clean DMV record. A live scan is required and 40-hour DV/IPV certification (in house) training will be required upon hiring – no exception.
- **Demonstrate ability to work with sensitivity and without discrimination toward people of diverse cultures, races and ethnicities, socio-economic positions, sexual orientations, ages, religions, genders, and physical and mental challenges and disabilities.**

Physical Requirements of Job:

All of the job functions listed above involve to greater and lesser degrees the following physical demands:

Close vision, hearing and listening, clear speech, touching, walking, lifting and carrying up to 40 pounds, stooping, bending, sitting, and standing.

Mental Requirements of Job:

All of the job functions listed above involve to greater and lesser degrees the following mental demands:

Reading, writing, memorization, analyzing, perception and comprehension, judgment, and decision-making.

Signature

Date _____