



Empowering individuals, families and our communities to take action against violence and abuse.

TEMPORARY Job Opening: Administrative Coordinator

DESCRIPTION

Monarch Services (Formerly Women's Crisis Support-Defensa de Mujeres) was established in Santa Cruz County in 1977. Through crisis counseling, legal assistance, and advocacy, we help victims of domestic violence, sexual assault and human trafficking and their families become survivors and repair their lives. **Monarch Services** is the only rape crisis center and emergency domestic violence shelter in Santa Cruz County and the Pajaro Valley Region.

Under the supervision of the Fund Development Manager and within the scope of the agency's goals and objectives, the Administrative Coordinator primarily provides a wide variety of administrative and clerical support to the Monarch Services management team, including the Executive Director, and coordinates the daily operations of the Santa Cruz office. Responsibilities involve exposure to sensitive information and require considerable use of discretion and judgment, working in a very fast-paced environment, and producing high quality work. This position is responsible for answering a multi-line phone system and client scheduling and provide general information to the public. This position requires experience and knowledge working with information technology systems. The Administrative Coordinator must be fluent in English and Spanish and be able to effectively communicate orally and in writing in both languages. The position is based in Santa Cruz and temporary for up to 4 months.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide oversight of the Santa Cruz office site including security equipment, office cleaning and repairs, inventory of supplies and maintenance of office equipment.
- Assist with confidential client/service database system including data entry and tracking on Microsoft Access.
- Set up new client files, agency information packets and maintain confidential client files in an orderly and secure manner.
- Assist with basic finance work, including deposits accounts payable.
- Coordinate all information technology (IT) for the agency and serve as the point person. Coordinate service, repair and replacement of information technology hardware and software.
- Troubleshoot computer network, hardware and software, office machines and phone system, and provide basic IT support to staff.
- Develop and create forms for agency and provide translation of documents.
- Assist with basic agency website updates and postings.
- Assist in developing monthly internal agency newsletter and distribute.
- Support fund development activities throughout the year.
- Coordinate facilities repairs, ordering, work with vendors, etc.
- Assist in coordination of real estate, building activities, when needed.
- Provide administrative support to the executive team.
- Ensure agency's practices align with Green Certification standards.
- Manage the office security system including keys, alarm systems, security alerts, etc; serve as the point person for alarm system.
- Coordinate and provide support for agency trainings, events, and Board meetings, including set up and take down.
- Coordinate and facilitate quarterly site meetings.
- Complete a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and maintain Peer Counselor certification by completing continuing education requirements.
- Provide minimal crisis intervention services, as needed, to survivors of domestic violence and/or sexual assault.

- Attend staff meetings, training sessions, supervision, management meetings, and other agency meetings as required.
- Maintain a professional demeanor in the office and when dealing with the public and with staff.
- Maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- Full job description provided upon hire.

MINIMUM QUALIFICATIONS:

- Oral and written fluency in English and Spanish required.
- Two years of relevant coursework or three years work experience in a related field.
- Experience and knowledge working with Information Technology systems.
- Computer proficiency with MS Office including Word, PowerPoint, Access, Excel, Publisher, and Outlook.
- Experience working in a fast paced environment and ability to multi task effectively.
- Demonstrated ability to maintain accurate records and reports.
- Ability to make independent judgments and work independently with minimal supervision.
- Ability to work some evening hours.
- Knowledge of intimate partner violence, sexual assault, and community resources.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual and political orientations.
- Possession of valid California driver's license and use of an insured vehicle.

PHYSICAL JOB REQUIREMENTS:

During working hours, employee must have the ability to:

- Sit for long periods during working hours.
- Lift objects to 25 pounds from floor to shoulder level and carry for brief periods.
- Bend and stoop while filing.
- Twist and reach while at a desk or computer terminal.
- Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.
- Hear and speak well enough to converse over the phone or in person.
- Legally and physically able to drive personal or agency vehicle during and after work hours.

Classification: Non-Exempt, 40 hours per week

Salary: \$16.36 per hour. (Includes Bilingual differential pay)

How to apply:
Submit your resume and cover letter packet
clearly outlining your related experience to this position
via e-mail (MS Word or PDF formats only) to leeannl@monarchscs.org
The position deadline to apply is May 11, 2017 by 5pm.

NON-EXEMPT EMPLOYEES OF MONARCH SERVICES ARE REPRESENTED BY
 SERVICE EMPLOYEES INTERNATIONAL UNION.

Imagine yourself working for a social justice organization that helps change the lives of women, men, and children....

MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.

WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL BACKGROUNDS,
SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.

We take pride in being a family friendly workplace.

Monarch Services is a green-certified business

