



JOB OPENING: Receptionist

\$15.50/hour (includes \$1.50 bilingual pay differential)

Non-Exempt, 32 hours per week

Position is based in the Watsonville Office

WHY JOIN US

We are activists, advocates, feminists, leaders, empower-ers striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy and collaborating with community partners.

Our workplace is dynamic, filled with daily adventures as we continually self-exam our work, and who we are from a programmatic, gender, and equity lens.

Now, imagine yourself working for a social justice organization that helps transform lives and communities...

THE OPPORTUNITY

Under the supervision of the Project Manager and within the scope of the agency's mission, the *Receptionist* is responsible for answering phones, entering client/service data into a complex database and maintaining client/service data files.

WHO YOU ARE

- You have at least six months related work experience or relevant coursework.
- You have well-developed organizational and problem-solving skills.
- You have the ability work with people of diverse ethnic, cultural, religious, socio-economic, sexual, and political orientations.
- You are able to work in a flexible, fast-paced environment.
- You have an ability to demonstrate grace under pressure.

SKILLS

- Oral fluency in English and Spanish **required**.
- Demonstrated written and verbal communication skills.
- Demonstrated ability to follow directions.
- Ability to maintain accurate records.
- Computer proficiency working with Microsoft Outlook, Word, and Excel. Database experience preferred.

WHAT YOU'LL DO

- You will perform confidential client/service data entry in a complex database system.
- You will maintain data entry log.
- You will periodically submit database information.
- You will set up new client files when required.
- You will maintain confidential client files in an orderly and secure manner.
- You will prepare closed files for storage.
- You will request supplies needed for client service files.

- You will answer main phone line and front door; direct callers as necessary.
- You will provide support to crisis line and other crisis intervention services, if needed.
- You will maintain clear and concise client files and records and assist in gathering statistical information in compliance with funding requirements.
- You will attend staff meetings, training sessions, supervision and other agency meetings as required.
- You will maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- Other duties related to the specific classification as assigned.

BENEFITS & PERKS

Keeping you healthy

We take a holistic approach to wellness including physical, emotional, and financial. Our comprehensive benefits package includes:

- Competitive health benefits package including medical, dental, vision, and life.
- 403B retirement benefits with up to 4% employer match.

Balancing your Life

Work-life balance is an essential aspect of self-care. That's why we provide generous time off policies for everything life throws your way. Whether it's family, personal, medical related, and even a pandemic, we've got you covered.

- 13 Holidays and Paid Time Off benefits for regular employees.
- Summer, Winter, and Friday office closures.
- Self-care retreats.

How we collaborate

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee.
- Diversity Equity Inclusion and Belonging (DEIB) Committee.
- Green Team Committee.

THE FINE PRINT

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use hands to finger, handle, or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines. Legally and physically able to drive personal or agency vehicle. Accommodations will be made based on ability and accessibility.

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 Careers@monarchsc.org

The position will remain open until the position is filled.

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.

NON-EXEMPT EMPLOYEES ARE REPRESENTED BY SERVICE EMPLOYEES' INTERNATIONAL UNION.

We take pride in being a family friendly workplace.
Monarch Services is a green-certified business.