

Administrative Assistant
Full-time/Benefits Eligible
Monday through Friday 8:30 am to 5:00 pm



Due to the pandemic, and for the health and safety of our employees and participants; Emerge temporarily relocated some of its employees to working remotely. Remote status is based upon position and program needs. For direct service positions, training will remain on site and in person. We anticipate returning our employees to in-person work when it's safe to do so. Initially, some positions (but not all) may work remotely but will transfer to working on site when our agency is able to return to in-person services.

Emerge Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

The Administrative Assistant is responsible for the coordination and functioning of the front desk operations at the Lipsey location and connecting individuals seeking services to the crisis hotline. This position will be responsible for; main phone system coverage, daily processing of incoming and outgoing mail and maintaining office supplies and purchasing in addition to other administrative support tasks. This position is also central to the agency's ordering and purchasing of supplies across the organization as well as coordination and communication with partner agencies who provide items or services to Emerge.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintains confidentiality and trust for all employees, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency
- Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance
- Demonstrates respect, courtesy and dignity for all
- Responds in a timely manner in all aspects of communication
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties

- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

ESSENTIAL DUTIES

- Welcome all visitors ensuring that excellent customer service is prioritized in all situations, manage the main phone system coverage and ensure that all callers needs and requests are responded to appropriately and/or transferred to the appropriate individual
- Maintain confidentiality of privileged and proprietary information during and after employment. Examples of where this confidential information may be derived from include, but are not limited to electronic communication (e-mail, text message, etc.), personal conversations and documents an individual has access to. Unless specifically directed by the CEO or Executive Vice President, confidential/privileged information will not be shared with any other individual, both inside and outside of Emerge
- Support the staff and participants with Participant File Requests and Letters of Service process, such as tracking and communicating with person requesting documents, creating the documents requested, and following release of information process and consent.
- Ensure verbal conversations about confidential information do not occur in public/common spaces and that documents containing confidential information are not left in the open or inadvertently shared. Provide support with connecting individuals seeking services to the 24-hour crisis hotline and at the administrative office
- Maintain orderly, clean and professional front desk and lobby environment
- Accept and receive purchase deliveries and donations – distribute to or notify correct individual/department as outlined in the agency purchasing procedures
- Responsible for checking phone messages and emails received at info@emergecenter.org; directing them to the correct person/department in a timely manner
- Responsible for daily mail (open, copy, etc.) and processing of agency and participant mail following agency mail processing protocols.
- Responsible for office supply inventory at Admin site and ordering for all agency sites
- Responsible for ordering supplies as requested
- As a “designated purchaser”, processes purchasing requests made agency-wide and distribution functions in adherence with Emerge's procurement policies and procedures
- Oversees and coordinates ordering and logistics with partner agencies who provide items or service to Emerge (e.g., Diaper Bank, Assistance League, etc.)
- Coordinates communication for Women's Clinic
- Responsible for the distribution and tracking of TMM Vouchers, Children's Museum and Zoo Passes
- Provides administrative support to direct service programs in partnership with the Director of System Integration (copy orders, group calendars, intake packets)
- Responsible for preparation of new hire packets
- Adheres to agency policies and procedures and all City, County, State and Federal regulations
- Attends all meetings and trainings as required

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 2 years of work, professional or life experience (personal), in the following areas:

Note: Emerge recognizes that the required skills and knowledge needed to provide support to those harming their partner and family members can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.

- Basic understanding of the dynamics of domestic abuse and/or sexual violence

- Demonstrate understanding of how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence and must be accounted for in the administrative functions of an agency
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Excellent written and oral communication
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, calendars

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 4 years of work, professional or life experience (personal)

- Bilingual (English/Spanish) preferred

REQUIRED COMPETENCIES

- Strong organizational skills, detail-oriented, and the ability to handle multiple priorities
- Maintain confidentiality and respect and observe organizational protocol
- Highly organized and able to multi-task

OTHER REQUIREMENTS

- Appropriate fingerprint clearance through the Arizona Department of Public Safety
- CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Must be able to lift up to fifty pounds
- Provide CPR/First Aid
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, copier/scanner, fax machine, printers, adding machine

Emerge! is an equal opportunity employer