



Seekhaven

Administrative Assistant

Administrative Department

Status:	Non-exempt, Full-Time, Year-Round
Supervisor:	Executive Director
Age Requirement:	18 Years Minimum

Updated July 2024

Description of Position:

The Administrative Assistant provides essential support to the administrative members of Seekhaven, a dual domestic violence and sexual assault service provider. This key role involves assisting with various tasks as assigned including organization, documentation, and other duties as needed. The Administrative Assistant plays a crucial role in maintaining the efficiency and effectiveness of the administrative team. Additional general administrative tasks may be required in line with Seekhaven's needs and objectives.

Expectations and Responsibilities:

As a key member of the Administrative department, the Administrative Assistant will report to the Executive Director as well as the Deputy Executive Director, Grant Manager and Director of Communications & Compliance. The Administrative Assistant is instrumental in upholding the productivity and cohesion of the administrative team, ensuring seamless operations and effective collaboration.

The Administrative Assistant is responsible for the following functional areas and associated duties including, but not limited to:

Essential Functions:

- Manage and oversee social media platforms, including content creation, scheduling, and engagement strategies.
- Assist in developing marketing and advertising campaigns to promote Seekhaven's services and initiatives.
- Organize and maintain physical and digital paperwork in the office, ensuring efficient filing systems are in place.
- Support with audit preparation by gathering and organizing relevant documentation and information.



- Coordinate payroll activities with DED & DoCC.
- Assist in the handling of weekly financial checks and requests, ensuring accuracy and timeliness in financial transactions.
- Assist in the preparation and renewal of business and charitable licenses to ensure compliance with regulations.
- Prepare documentation and assist in the process for obtaining licenses from the Department of Health and Human Services (DHHS).
- Possess strong communication skills for conflict resolution, problem-solving, and crisis management.
- Actively engage in and document team meetings to ensure comprehensive understanding and effective communication.
- Interpret and execute various instructions presented in diverse formats with precision and clarity.
- Demonstrate active listening skills to effectively comprehend and internalize information and ideas conveyed verbally and digitally.
- Precisely input data to produce meticulous reports that meet the highest standards of accuracy.
- Adhere to safety protocols to sustain a secure and protected environment within the administrative offices.
- Promptly notify the Operations or Administration team of any essential building or grounds maintenance or repair needs to uphold the Seekhaven's operational efficiency and safety standards.

Management/Leadership:

- Attend and participate in regularly scheduled administrative, and general team meetings.
- Assist in supervision as needed.

Client & Social Services:

The Administrative Assistant is not expected to take on client work. However there will be times they may intercept a phone call or cross paths with a client in our facilities.

Operating the 24-hour crisis hotline requires a high level of professionalism and the ability to navigate a diverse range of calls with sensitivity and expertise. This includes,

- Assessing clients for shelter admission
- Providing assurance and support during times of crisis
- Providing resources
- Demonstrating empathy and understanding towards individuals in distress.

Maintaining composure and professionalism while handling these calls is crucial in ensuring that clients receive the assistance, guidance, and resources they urgently need.



Additionally,

- Maintain accurate and up-to-date survivor files and documentation in compliance with organizational standards and legal requirements.
- Provide empathetic responses to survivors to mitigate trauma levels and offer crisis intervention support.
- Refer survivors to appropriate community resources and counseling services as needed.
- Demonstrate effective communication and interpersonal skills in high-stress situations with individuals and groups.

Grant and Contract Compliance:

- Maintain grant contract compliance and participate in required training.
- In coordination with the Grant Manager, collect output statistics for grant reports

Required Skills and Background:

- Bachelor's degree in business, human resources, social services or related field, *or* 2 years related work or personal experience.
- Strong computer skills in Internet, Microsoft & Google Workspace; QuickBooks experience preferred.
- Experience working with highly vulnerable populations.
- Ability to communicate effectively, provide conflict resolution, problem solve, and manage crisis.
- Excellent ability to assess and intervene with appropriate and effective intervention.
- Possess leadership and supervisory skills and be able to direct, supervise, train, and assess staff members.
- Must pass a criminal background check.
- Must be at Least 18 years of age.
- Have a valid Driver's License.
- Demonstrate professionalism by balancing both the quantity and quality of work.
- Demonstrate dependability, initiative, ethical judgment and collaboration.
- Experience in Leadership.

Physical Demands:

- Ability to lift up to 25 pounds when necessary.
- Capacity to work in a fast-paced environment with numerous distractions, including in a shared office space.
- Capability to move continuously across Seekhaven's campus and travel to off-site locations as required.



Emotional Demands:

- Capability to professionally manage oneself when hearing disclosures of various forms of abuse and crisis situations including physical and sexual violence, emotional and economic abuse, child abuse, drug use, suicidality and more.
- Ability to provide compassion, validation, and support to clients in crisis.
- Proficiency in establishing and maintaining emotional boundaries with clients, ensuring professional, client-led relationships consistent with agency standards.
- Capacity to practice self-care and utilize supportive resources provided by the agency or elsewhere.
- Skill in regulating oneself when giving and receiving constructive criticism, as well as being adaptable to fulfill Seekhaven's mission, foster a healthy work environment, and aid victims of abuse and violence.