



## **The Second Step, Inc.**

### **Administrative & Front Office Assistant**

**Background:** The Second Step (TSS) is a community of survivors, advocates, and volunteers who foster the safety, stability, and well-being of those who have experienced domestic violence. We provide comprehensive services, including safety planning, legal advocacy, counseling, peer support, transitional housing, and other essential services to adults, youth, and children in Greater Boston and MetroWest.

**Job Title:** Administrative & Front Office Assistant

**Overview:** As Administrative & Front Office Assistant, you will perform a variety of clerical tasks to support office and administrative operations. These tasks will include email and scheduling, reserving rooms for meetings, coordinating staff attendance at meetings and trainings, assisting with billing and contract management, assisting with grant reporting, and assisting with communications and social media. You will also be responsible for managing the front desk area, answering phones, and greeting visitors and guests while performing other related work as required. Other tasks include ensuring educational and informational literature is stocked and updated, posting and updating flyers, schedules, and informationals for clients in our main office, and ensuring the main office area is organized and in good order for clients and guests. You will also be responsible for following the appropriate safety protocol, given your proximity to our entrance and exits.

Specific tasks include:

- Answer all incoming calls and transferring to the appropriate parties
- Answer front door, direct clients and visitors to the appropriate advocates or other staff
- Ensure clients and guests are comfortable and their needs are met
- Provide routine information to callers and visitors
- Order office supplies
- Manage copy machines, telephone system, and other office equipment
- Maintain schedules for meeting rooms and other office resources
- Perform bookkeeping duties as necessary (cash and credit card reconciliations).
- Assist with government grant budgets and reports as needed
- Assist with billing and contract administration as needed

This position reports to the Executive Director and the Business Manager.

**Hours:** 40 hours a week, generally 9-5.

**Qualifications:**

- 2-3 years experience in a business office environment
- Understanding of the domestic violence field or a strong desire to learn
- Highly competent with Microsoft Excel, Word, and Outlook
- A strong work ethic and common sense
- Organized and detail-oriented
- Self-driven and independent, while also working as part of a collaborative team
- Experience with Quickbooks strongly desired
- Experience with Salesforce strongly desired

**Salary and benefits:** TSS offers a competitive salary and benefits package to full-time employees, including health, dental, 403B match, and 3 weeks paid vacation after the first year to all full-time employees. Salary for this position begins in the low- to mid-\$40,000 range, with additional compensation commensurate with experience, language skills, or other qualifications.

**Equal opportunity:** The Second Step actively seeks cultural and linguistic diversity in all of its programs. Minorities, bilingual/bicultural candidates, survivors of domestic & sexual violence, and LGBTQ/T candidates are strongly encouraged to apply. The Second Step, Inc. is an affirmative action, equal opportunity employer.

**If you are interested: please send a resume and cover letter to Sheila Farrell, Business Manager, at [shovasapian@thesecondstep.org](mailto:shovasapian@thesecondstep.org).**