



**The Second Step, Inc.**  
**Administrative & Outreach Coordinator**  
**Job Description**

**About The Second Step:** 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.

**Reports to:** Executive Director

**Primary Objectives:** The Administrative & Outreach Coordinator is an integral part of the TSS team. This role intersects with all programs and departments at The Second Step and serves as a collaborative and unifying force, encompasses office management, fundraising, community outreach, and volunteer management. The person in this role is someone we can depend on to help or know where to find the answer, makes sure our systems are running smoothly, helps create visibility in our community, and fosters an atmosphere of respect, empathy, and professionalism for our clients.

**Duties and Responsibilities**

The Administrative & Outreach Coordinator will perform a variety of clerical tasks to support office and administrative operations, as well as participate in community outreach efforts to increase awareness of TSS services. You will be the first point of contact for many clients, donors, and visitors. These tasks include managing the front desk area, answering phones, and greeting visitors and guests. You will also be responsible for following the appropriate safety protocol, given your proximity to our entrance and exits.

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Specific administrative 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
  - Maintain coverage of front desk area, if needed, with volunteers
  - Ensure clients and guests are comfortable and their needs are met
  - Provide routine information to callers and visitors
  - Manage copy machines, telephone system, and other office equipment
  - Ensure flyers, literature, informational and educational handouts are up to date and in stock
  - Ensure the main office area is organized and in good order for clients and guests
  - Assist with mailings and other tasks as assigned
  - Reserve rooms for meetings, coordinating staff attendance at meetings and trainings,
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Outreach tasks include:

- Act as a liaison for community partners and supporters hosting third party fundraisers and gift drives. Ensure that donations of goods and services meet program needs.
- Manage gift card donations – collect, organize, enter into database
- Assist at or represent TSS at community awareness events or panels, including Newton Harvest Fest, Boston Marathon, White Ribbon Day events, and others
- Assist program managers with volunteer recruitment, scheduling, and training
- Keep track of volunteer time and report out as needed
- Manage front desk volunteers
- Other tasks assigned by the Executive Director

**Qualifications:**

- Bachelor's Degree and minimum of 1 years' experience OR High School Diploma (or GED) and 2+ years' relevant experience
- Highly organized and professional; impeccable attention to detail
- Database experience preferred
- Solid problem-resolution skills
- Ability to organize and prioritize multiple projects and to manage competing priorities simultaneously & precisely.
- Ability to shift intermittently changing priorities and practices, and to thrive in both team and independent environments
- Excellent written and verbal communication
- Must hold a valid driver's license and clean driving record
- Ability to work occasional evenings and weekends
- Strongly prefer a candidate that will have a demonstrated understanding of and competence in serving culturally diverse populations
- Enthusiastic, energetic, outgoing, positive people preferred
- Knowledge or experience working with survivors of domestic violence and/or sexual violence.
- Bi-lingual (English, Spanish) a plus

**Hours:** Full-time (40 hours/week), with a combination of days & evenings, as needed, to be determined together with the Director of Advancement, Business Manager, and the Executive Director. This is an exempt position, and flexibility in scheduling is important.

**Salary & Benefits:** TSS offers a competitive salary and benefits package to full-time employees. Salary for this position ranges from \$40,000-42,000

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



**Essential Service:** The Second Step is considered an essential service organization. This position is designated as an essential employee who may be required to report to work during times when the Commonwealth declares a state of emergency or stay at home orders.

**To apply:** Please send resume and cover letter to Susan Ross, Interim Executive Director, [sross@thesecondstep.org](mailto:sross@thesecondstep.org). Please NO PHONE CALLS.