



Administrative Assistant

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.

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.

Hours: Full-time, Monday-Friday 9:00am-5:00pm, with a combination of days & evenings, as needed. This is an exempt position, and flexibility in scheduling is important. Due to the nature of the work, this role is an in-person position.

Reports to: Assistant Executive Director

Primary Objectives: The Administrative Assistant 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. This role will provide collaborative support to the Business Office, Development Team, and Steps to Justice Legal Services Program. 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 Assistant 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.

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
- Support filing, copying, and faxing needs across programs
- 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
- Finance and Salesforce reconciliations
- Process acknowledgment letters
- Enter all donations in the Salesforce database



- Manage the TSS Information, Development, and Volunteer emails daily and respond, or forward to the appropriate staff person
- Assist the legal services attorneys with administrative tasks including document preparation and filing of pleadings

- **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
 - Manage front desk volunteers
 - Assist with social media and email communications, including writing copy, sourcing photos, and scheduling content on Hootsuite
 - Other tasks assigned by the Assistant Executive Director

Qualifications:

- High School Diploma (or GED) and some 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
- Strong proficiency with computers and technology
- Ability to work occasional evenings and weekends
- Collaborative team player
- Advanced language proficiency (Bi-lingual English/Spanish) preferred. Proficiency in other languages such as Portuguese, Haitian Creole, Mandarin, Vietnamese is a plus.
- Knowledge or experience working with survivors of domestic violence and/or sexual violence preferred
- Enthusiasm about working collaboratively and effectively in an environment that is linguistically and culturally diverse

Salary and benefits: Salary for this position is \$40,000. Benefits include 3 weeks paid vacation, 13 paid holidays, 5 personal days, ample sick time, agency contribution to health and dental insurance, agency hosted 403(b) plan.

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.

