



Job Posting

- Position:** Client Services Coordinator/Administrative Assistant.
Hours: Full time, On-site, 36 hours a week: 4-day work week, Non-Exempt.
Salary: \$19.00 to \$21.00 per hour - DOE.
Benefits: Full coverage of health insurance, Medical paid leave, Paid time off each year, Professional development and self-care funds, Bereavement pay, Tax-sheltered annuity plan match.
Reports to: Child Advocacy Center/Sexual Assault Services Manager.
Location: Santa Fe, NM.

Who We Are

Solace Sexual Assault Services has been restoring strength for over 50 years. Formerly known as Santa Fe Rape Crisis and Trauma Treatment Center, Solace provides a safe place to receive evidence-based therapy for post-traumatic stress, complex trauma, anxiety, and depression disorders for survivors of rape and sexual assault. Other services include victim advocacy, forensic interviewing, and primary prevention programs. We are accredited through the National Children's Alliance as a Family Advocacy Center for children and their families in cases of abuse, neglect, or the witnessing of violent crime.

Position Summary

The Client Services Coordinator/Administrative Assistant is responsible for organizing all front office activities including opening and closing procedures. This person is responsible for delivering a trauma-informed response to all persons utilizing Solace's services by maximizing safety, trustworthiness, participant choice and control, and prioritizing empowerment and collaboration.

Service Coordination Duties and Responsibilities

1. Daily opening and closing of the Center during regular business hours.
2. Answer all phone calls promptly and transfer appropriately. Direct all crisis calls to the appropriate staff advocate or triage clinician. Take and distribute messages for all staff, volunteers, and others at Solace.
3. Provide callers with information regarding services available for their needs.
4. Greet all beneficiaries (therapy clients, crisis walk-ins, clients of forensic services) volunteers, and visitors, and make them comfortable and at ease, offer and serve them refreshments and maximize a trauma-informed response.
5. Process Medical Records requests for clients, make copies and provide those copies to the requester, and work with accounting staff on payment arrangements.
6. Must complete the OJB – OVCTACC Victims Advocacy Training online within the first 90 days of employment.

Administrative Support Duties and Responsibilities

1. Collect, record, copy, and submit to accounting all payments from donors, foundations, and governmental agencies. Receive and apply donations, installment payments, and pledges into the donor database.
2. Add and update contact records for households and organizations in the donor database.

3. Maintain calendars and reserves space when requested.
4. Manage all types of correspondence and direct them to the appropriate contact.
5. Order all office supplies, cakes, refreshments for meetings as requested, and perform routine errands as needed.
6. Oversight of proper function and utilization of the phone system, postage meter, and copier/printer/scanner.
7. Provide backup support for scheduling of vendors/contractors for building maintenance as directed.
8. Process the background checks for all prospective employees, interns, volunteers, board members, and all others needing clearance at SCTC.
9. Provide administrative support to SCTC, Solace Partners, Development Director, Board Members, Executive Director, and CFO.
10. Daily office upkeep: maintain clean and tidy lobby, kitchen, other shared workspaces, water plants, change toilet paper rolls, etc.
11. Coordinate staff meetings: order and arrange food/beverages, provide copies of needed documents, and restore room to its prior state after meeting.
12. Cross-training with Accounting Specialist.
13. Respond to any other duties and assignments requested by the Executive Director, CFO or their Executive Assistant.

Qualifications

1. Organized, responsible, punctual, and able to display a positive professional attitude and outlook.
2. Ability to multitask and experience in busy office work environments.
3. Excellent telephone and oral communication skills and being a team member.
4. Word processing and data entry skills, and experience with Microsoft Office 365 suite of products.
5. Desire to make a difference in support of survivors and potential victims of sexual violence and other types of trauma.
6. Ability to maintain confidentiality regarding all client and personnel issues.
7. Must pass a CYFD background clearance.
8. Responsibility for maintaining and providing proof of auto insurance as use of a personal vehicle is required, current valid driver's licenses, and condition of employment to support Solace Sexual Assault Services.
9. Must pass the CYFD Child Care background clearance for employment and re-pass again in three years.
10. Completion of the US DOJ-OJP OVCTACC online Victims Advocacy Training (VAT) and CYFD Trauma Informed Training within 90 Days of hire.

Work Environment

- While performing the job's responsibilities, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.
- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate. The passage of employees through the work area is normal.

Physical Demands

- While performing the responsibilities of the job, the employee is required to communicate with clients, community, and stakeholders/community partners.
- The employee will be expected to communicate via electronic methods and use Microsoft software.
- The employee will need to sit, stand, or otherwise be mobile within the office.

To Apply

Please send a resume, letter of interest, and 3 references to Maria Jose Rodriguez Cadiz at mjrodcadiz@findsolace.org.

People of color, LGBTQ individuals, bilingual (English/Spanish) individuals, and people living in the many intersections of these experiences are encouraged to apply. Solace is an Equal Opportunity Employer and is committed to an equitable workplace where everyone is treated as a respected and valued member of the team.