



## Solace Sexual Assault Services

### Job Posting for Administrative Operations Specialist

**Position:** Administrative Support/Executive Assistant

**Hours per week:** Full Time 36 hours per week Exempt

**Compensation/Salary:** \$46,000 to \$52,000.

**Position Reports to:** CFO

**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 primary role of the Administrative Operations Specialist is to be responsible for managing the functionality of the organization by overseeing administrative processes and operations within the organization to ensure productivity, quality, and fiscal responsibility. This position reviews, drafts, updates, implements, and manages the administrative procedures of Solace Sexual Assault Services (SASS) to improve operational functionality and efficiency, and to enhance workplace satisfaction. This role is the point of contact for building maintenance, maintains the SASS website and administratively assists the Chief Financial Officer (CFO) and the Executive Director.

#### Duties and Responsibilities:

- Develop, implement, and manage administrative procedures throughout the organization, to ensure that all administrative operations are carried out in a consistent, efficient, and cost-effective manner in coordination with CFO.
- Consult with each Department Manager to review and develop updated administrative procedures to be implemented within their department to increase efficiency, effectiveness, and cost-savings.
- Revise and maintain the internal network of SASS as a workable resource for all staff and manage all types of correspondence and direct to appropriate contact.

- Create instructions for new procedures, include them in the Solace online network and add them in on-boarding packets for new hires.
- Consult with the CFO and Executive Director to identify internal tasks that can be delegated.
- Create and maintain a front desk manual for the Client Service Coordinator/Administrative Assistants role and the functioning of the front desk when staffed by supporting staff and volunteers.
- In collaboration with department managers, onboard, orient and train incoming front desk staff and volunteers and coordinate the on-boarding of all new hires.
- Maintain and update Solace website forward website inquiries to the appropriate Solace employee.
- Review with CFO all software and research or devise effective alternatives for the most effective and economic process available and manage the proper function of data collection and software systems and internal network.
- Upon the request of the CFO and ED, and only then, Review inventory, supply chain, and track product usage to eliminate duplicate orders and decrease financial waste. Be point of contact for building maintenance and coordinate vendor appointments.
- Support Donor acquisition and retention efforts by coordinating events and correspondence as directed and support fund raising activities.
- Work with the administration team to maintain and keep up to date and accurate the donor training software (Donor Perfect). Work with the CFO on Donor Perfect data to support the fundraising efforts. Work with the admin team to ensure all those working with the software have clear understand of the possible and working knowledge of the software.
- Other administrative tasks as assigned by the CFO and the Executive Director.

**Qualifications:**

- Bachelor's Degree requirement, 5 years of experience in like positions required, 10 years preferred.
- Ability to discuss sensitive topics such as sexual violence in an appropriate manner.
- Ability to hold positive and productive communications with vendors, staff, volunteers, clients.
- Represent Solace in a way that is consistent with respect, dignity, and problem solving that is gainfully for all.
- Willingness to develop subject matter expertise to communicate in a sensitive manner.
- Demonstrated cultural competency in working with marginalized communities.
- Ability to abide by all mandatory reporting statutes.
- Ability to hold confidential information, use good judgment, and exercise awareness of other people's needs.
- Excellent writing, speaking and interpersonal skills.
- Ability to maintain reliable transportation and current automobile insurance.
- Computer literacy in Windows-based, MS Office Suite applications, Donor Perfect, and Constant Contact.

- Must pass the CYFD Child Care background clearance for employment and re-pass again in three years and the suitability to work with children clearance under the Dru Sjodin National Sex Offender website clearance.
- 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 responsibilities of the job, 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 average and normal.

### **Physical Demands:**

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

Solace strives to build a multicultural work environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Solace is an Equal Opportunity Employer

**To Apply: Please send a resume, letter of interest, and 3 references to Maria Jose Rodriguez Cadiz at [mjrodcadiz@findsolace.org](mailto:mjrodcadiz@findsolace.org)**