

Saint Paul & Ramsey County Domestic Abuse Intervention Project (SPIP)

394 Dayton Avenue • Saint Paul, Minnesota 55102 • Phone: 651-645-2824

Website: www.stpaulintervention.org

ADMINISTRATIVE / PROGRAM SUPPORT ASSISTANT

SPIP is seeking a skilled and confident Administrative Assistant

Hours: In Office Position - 32 hours a week - (days TBD)

Responsible to: Operations Director and Executive Director

Duties Include:

Client Data Base Coordination and Support

- Understands how the database works for the agency.
- Act as key trainer in concert with MACC* and based on the Train the Trainer model for the agency.
- Tracks quality and immediately identifies data problems to MACC and management that need to be addressed.
- Troubleshoots issues encountered by users and reports difficult issues to MACC for resolution.
- Assist in the development and generates standard reports for the agency using Data Explorer.
- Works to ensure database security and immediately reports any possible security breaches to SPIP Management and MACC.
- Assist in integration and program changes of the database for the agency.
- Suggests changes and/or revisions to the database to Management and MACC and tracks the all agreed upon changes.
- Test new revisions and/or changes in the agency database.
- Tracks users as they leave the agency and identifies new users – submitting new user requests to Management and MACC.
- Assists in communicating key database/changes to staff and evaluates/shares staff reactions to database and its usage to management and MACC.
- Attends database MACC agency admin meetings.

(* Note- MACC is SPIP's Client Database administrator and provider)

Administrative Support

- Maintain and purchase office supplies and equipment and perform related record keeping.
- Manage donor database and thank you letters.
- Manage office mail.
- Update SPIP website as needed (i.e., event notices, job postings, approved edits, etc.).
- Have acute knowledge of and utilize all office maintenance and service contracts.
- Oversee internet, security and telecommunications systems proper function, and assist with technology issues (reboots, contacting vendors/service providers to address issues, etc.).
- Coordinate with suppliers, vendors, equipment reps, and facilities maintenance and repair people, etc.
- Manage and build relationships with outsourced functions such as suppliers and contractors.

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- Maintain an inventory of office supplies and equipment.
- Assist with general development duties.
- Maintain staff emergency contacts.
- Perform supporting admin duties.
- Assist with scheduling and setting-up meetings.
- Assist in entering client data as needed.
- Assist with general events.
- Play a leadership role in annual SPIP Hockey Game fundraiser.
- Assist in answering phones when needed.
- Perform other duties as assigned by the Executive or Operational Director.

Program Support

- Manage client related emergency vendor cards, order client-direct-need items and perform appropriate approval and record keeping processes.
- Assist with onboarding new employees, including working with SPIP tech consultant in issuing new employee's email, and computer; cell phone set-up, and initiating all calendar, schedule and database access.
- Work with Technology consultant as needed in addressing staff computer issues.
- Cover desk at BTS victim service center on occasion as needed.

Required Education:

Associate College degree or equivalent professional experience.

Job Experience/Skills Requirements:

- Proficiency in Microsoft Office, Excel, Word
- Office administrative work: 2 years
- Excellent organizational skills and attention to detail
- Excellent time management skills
- Ability to function well in high paced environment
- Basic understanding of operating general business equipment (cell phones, computers, copiers, etc.).
- Database development/coordination skills
- Ability to instruct others in learning processes and procedures as required
- Ability to write and communicate well
- Comfortable troubleshooting
- Capability to maintain complete internal and external confidentiality
- Ability to be held to the highest work ethics
- Must pass a criminal background check

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Pay and Benefits:

Between \$20 to \$22 per hour depending upon experience; Excellent comprehensive medical, dental, disability and life insurance, and generous paid time-off are provided.

Additional Information:

- Valid driver's license, vehicle and auto insurance required
- 3 professional references available when applying.

How to apply:

Send resume, cover letter and at least 3 professional references by e-mail to rnc@stpaulintervention.org or by mail to St. Paul & Ramsey County Domestic Abuse Intervention Project (SPIP), 394 Dayton Ave. St. Paul, MN 55102 or by fax: 651 645-6556.

OPEN UNTIL FILLED

SPIP values diversity and encourages people from Black, Indigenous, Latinx, Asian/Pacific Islander, people of color, immigrant, lesbian, gay, bisexual, nonbinary and trans communities to apply. We encourage applicants of diverse age, gender, and religious/spiritual beliefs to apply.

Equal opportunity employer

The above statements are intended to provide a summary of this position, and do not encompass all the functions of or qualifications required for this position.