**ADMINISTRATIVE / PROGRAM SUPPORT ASSISTANT**

*SPIP is seeking a skilled and confident Administrative Assistant*

**Hours:** 32 hours a week - 4 days a week (days TBD) 8:30-4:30 (in-office position)

**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.
* 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

**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 rmc@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.*