
DOMESTIC ABUSE PROJECT

FRONT OFFICE ASSISTANT

About Domestic Abuse Project (DAP)

DAP has a 40 year history of building communities free from violence by providing holistic healing for every member of the family impacted by domestic violence. We envision communities free of domestic abuse where families experience healthy, safe, and equal relationships. Together we work towards this mission through innovative and proven programs and resources that include crisis resources, advocacy, case management, programs for people who have used abusive behaviors, programs for victim survivors, and youth and early childhood therapy and prevention. Through our holistic programs we aim to interrupt the intragenerational cycle of violence.

At DAP our team has the opportunity to meet clients where they are, working with systems partners but with the autonomy and experience to continue to evolve our work to be effective, culturally responsive and relevant to the changing needs of the individuals and communities that we serve. We value equity with a commitment to anti-oppression and anti-racist practices, cultural connectedness, collaboration, using a growth mindset in our work together, prioritizing the needs of clients, fostering learning, and a trauma informed lens. Understanding the challenges of this work, DAP is responsive to the needs of our team and offers exceptional benefits and wellness supports for our employees, reasonable case loads, continuing education, and a supportive work environment.



Position Overview

Front Office Assistant

This is a part-time position supporting the Domestic Abuse Project clinical and business operations. Hours for this position are weekday afternoon/evenings. This position is accountable for providing a welcoming presence for clients and the management of administrative office functions that support the DAP program and admin teams. This role will require direct interaction with survivors and perpetrators of domestic abuse of diverse cultural backgrounds. Client Services Associates provide DAP will multifaceted assistance with projects and tasks that help us effectively run internal client services, office, HR, finance and development functions.

This position includes, but is not limited to serving as the front desk receptionist and point person for client check in and check out with a commitment to DAP's trauma-informed, culturally specific, systemic, and holistic approach. This position assists with data entry, program and event preparation, scheduling, and other administrative tasks. This position assists client services including answering phone calls, voice mail, and email inquiries and triaging requests for services and walk-in clients. The Client Services Associate is a valuable part of our team and will be expected to participate in staff meetings, events, and DAP trainings.

This position requires exceptional interpersonal and communication skills and the ability to pro-actively and effectively organize office functions. This position contributes to a positive work climate in its support of program and admin staff and culture in its support of clients.

The success of this position will require effective multitasking and project management, while demonstrating accountability and consistency to support DAP's reputation of being client centered. This role will be assisting a team of busy, compassionate social workers and therapists in ensuring that our day-to-day office functions and administrative infrastructure is well organized and running smoothly.



Required Qualifications

- Associates Degree or related certificate in office administration
- A minimum of 2 years of office administration experience
- Demonstrated success and experience in a role that has required systems and/or project management
- Strong communication and interpersonal skills, customer service experience
- Technical skills: Experience with Microsoft Office, email systems and management, use of shared drives, remote phone applications, basic Quick Books, payroll systems, data entry using health record systems and donor management databases, basic website updates, social media
- Ability to work with people from diverse racial, cultural, and social-economic backgrounds

Salary and Benefits

Hourly Pay Rate
\$13-15/hr DOE

Benefits

DAP offers health insurance, generous paid time off, flexible work schedules, flex spending account for health/dependent care, life insurance, short term disability insurance, continuing education and wellness programs for employees working 35+ hours.

How to Apply

Please submit your resume and cover letter with the position title and your name in the subject heading to: employment@mndap.org

DAP provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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