



### **The Opportunity: Safe+Sound Somerset Client Services Associate**

Are you committed to helping others?

Safe & Sound Somerset is looking for a creative, energetic, and passionate Client Services Associate to join our dynamic trauma-informed organization.

#### **What Your Day will Look Like**

In this administrative support role, you will provide detail-oriented support for the Executive Team, specifically CEO, Finance & HR as well as Front Office client support and handling multiple tasks as assigned. Responsibilities include: admin support, communications, correspondence and data management (CEO & Board of Trustees); general bookkeeping duties including processing, financial record keeping and transactions; processing of purchase orders and invoices (Director of Finance); support HR related processes, including onboarding, confidential record keeping and general HR activities (HR & Operations Director).

**What You Bring to this Role** First and foremost, you'll bring a level of enthusiasm towards helping survivors of domestic and sexual violence. You'll use your strong communication and organizational skills, and your high level of emotional intelligence to identify and meet the organization's executive level support needs as well as client and visitor engagement through front office reception.

3+ years of experience in administrative, business, finance or related role is preferred for this position.

Experience with QuickBooks required.

**What We Offer** We believe in continuous learning and will provide you with professional development workshops. You will be surrounded by a committed, multi-disciplinary team environment. Part time and opportunities offer flexible schedules. Safe + Sound Somerset strongly values diversity for the benefit of our team, our work, and our collective movement to end violence. We are proud to be an Equal Opportunity Employer and strongly encourages applicants from racially or ethnically diverse communities, LGBTQ+ communities, individuals with disabilities, and survivors to apply.

To learn more, visit our website at [www.safe-sound.org](http://www.safe-sound.org)

Please submit your letter of interest and/or resume to [humanresources@safe-sound.org](mailto:humanresources@safe-sound.org)



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Associate, Client Services
<b>WORK HOURS:</b>	Full Time/Salaried
<b>EXEMPT/NON-EXPEMPT</b>	Exempt
<b>REPORTS TO:</b>	Director, HR & Operations
<b>TITLE BAND:</b>	A
<b>REMOTE ELIGIBLE:</b>	No
<b>SALARY BAND:</b>	\$31,000-\$55,000

### JOB SUMMARY:

Associate for Client Services provides detail-oriented support for the Executive Team, specifically CEO, Finance & HR as well as Front Office client support and handling multiple tasks as assigned. Responsibilities include: admin support, communications, correspondence and data management (CEO & Board of Trustees); general bookkeeping duties including processing, financial record keeping and transactions; processing of purchase orders and invoices (Director of Finance); support HR related processes, including onboarding, confidential record keeping and general HR activities. (HR & Operations Director).

### DUTIES AND RESPONSIBILITIES:

#### CEO & Board of Trustees

- Calendar/scheduling and meeting support to CEO
- Administration associated with board, leadership and external meetings in hybrid environment.
- Support with the development and distribution of agendas, as required.
- Administrative support and data management for Board of Trustees activities
- Correspondence and communication as required

#### Finance & Bookkeeping

- Responsible for performing a variety of general bookkeeping duties including processing, financial record keeping and transactions.
- Log checks and prepare deposits
- Receive and process purchase orders and invoices and enter in QuickBooks
- Follow-up on purchase orders and credit card receipts
- Collect and follow-up on receiving staff timesheets
- Assist as needed with the processing of payroll

**Human Resources & Operations:**

- Manage Sensitive and confidential information
- Provide support for processing new-hires and terms
- Provide Support for HR projects as needed
- Greet clients & visitors and direct accordingly
- Provide supervision for child clients in reception area
- Prepare presentation materials or documents as requested
- the office inventory, order placement and expenses for office and event supplies
- Separate and distribute both incoming and outgoing mail

**Organizational:**

- Provides administrative and logistical support as directed
- Demonstrates skills and competencies necessary to meet standards of the job responsibilities and functions.
- Performs all duties and demonstrates behaviors and attitudes consistent with the agency's mission and core values.
- Participates in building and maintaining positive and respectful working relationships through effective communication, performance improvement and teamwork.
- Demonstrates cultural competence and provides services without bias. Possess character and reputation; sufficient physical and mental health to satisfactorily perform job duties and maintain regular, punctual attendance.
- Accomplishes individual and team goals/objectives established at onset of employment and/or based on prior performance evaluations.
- Works within agency safety and confidentiality policies and guidelines.

**Qualifications:**

Associates degree or equivalent in Business Management, Accounting.

Minimum 3+ years previous experience, in an office setting, business, finance or administrative or related role.

Proficiency in Microsoft Office 365 Suite

QuickBooks experience required

Database navigation. Experience with Raiser's Edge, Boardable preferred

Strong mathematical skills. Excellent interpersonal skills,

Highly motivated and able to work both independently and as part of a multi- disciplinary team.

Ability to communicate and exchange information and ideas (written and verbal).

Must be able to remain in a stationary position up to 50% of the time. Required to use computer to perform daily responsibilities and related tasks. Required to move about inside the office to access file cabinets, office machinery and outside the office offsite, moving boxes and materials, up to 20 lbs.

**Requirements of Employment:**

Background Check: Satisfactory result required upon hiring and every 3 years to maintain employment. Must be able to remain in a stationary position at least 50% of the time. Required to occasionally move about inside and outside the office to meet with clients and constituents, and access file cabinets and office machinery, and move boxes and materials, up to 20 lbs. Staff may be required to work outside of their normally designated work hours to include evening hours, weekends, holidays, and overnight shifts.

**Organizational Commitment:**

I understand the above job description. Furthermore, I commit to uphold the trauma informed Vision, Mission, Core Values, (NASW) Code of Ethics, Statement of Confidentiality and Anti-Racism Commitment of Safe + Sound Somerset in all interactions with clients, staff, volunteers, partners, and community members.

**Commitment to Equity in Hiring:**

Safe + Sound Somerset strongly values diversity for the benefit of our team, our work, and our collective movement to end violence. Safe + Sound Somerset is proud to be an Equal Opportunity Employer and strongly encourages applicants from racially or ethnically diverse communities, LGBTQ+ communities, individuals with disabilities, and survivors to apply.

Safe+Sound Somerset provides equal employment opportunities to all employees, applicants, and job seekers and is committed to making decisions using reasonable standards based on the individual's qualifications as they relate to a particular employment action including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. No person shall be discriminated against in employment or harassed because of race, color, religion, sex, sexual orientation, gender identity or expression, national or ethnic origin, age, military status, marital status, parental status, ancestry, genetics, or any other characteristics protected by federal, state, or local laws.

Safe+Sound Somerset complies with all federal and state laws concerning the employment of persons with disabilities and acts in accordance with such regulations and guidance including the Americans with Disabilities Act (ADA).