



Administrative Assistant & Volunteer Coordinator Job Description

Position:	Administrative Assistant & Volunteer Coordinator
Reports to:	Executive Director
Location:	In-office and community-based
Pay:	Hourly/Paid Bi-Weekly/40-hour work week

Our mission is, “ensuring freedom from all forms of domestic and sexual violence through education, empowerment, and community.”

The Administrative Assistant & Volunteer Coordinator provides administrative, financial, logistical, communications, and volunteer support to Phoenix Project programs and operations. The position supports day-to-day agency functioning, assists with community awareness activities, and coordinates the recruitment, onboarding, management, and deployment of agency volunteers.

This job’s primary functions include:

- 1. Administrative & Client Support**
- 2. Grant & Financial Support**
- 3. Volunteer Coordination**
- 4. Educational Marketing & Outreach**

Responsibilities

Admin and Client Support Includes:

- Provide general administrative support to agency staff and programs, including answering phones (-2302 line), greeting clients and visitors, maintaining lobby and counseling room, booking client shelter and transportation in coordination with direct service staff, processing mail, maintaining Agency calendar (pay dates, holidays, Agency sponsored events), and supporting routine office operations.
- Maintain, monitor, and organize client, agency, and outreach supplies including food & hotel bags; inventory, place and track Agency orders to replenish supplies.

Grant & Financial Support Includes:

- Maintain required records and documentation related to grant-funded equipment, client assistance, in-kind donations, expenditures, and other grant-supported activities.
- Coordinate routine financial and purchasing processes with the Financial Specialist, including receipts, payments, deposits, work bids, and related documentation.



Volunteer Coordination includes:

- Recruit, interview, onboard, and maintain records for agency volunteers, including required background checks, fingerprinting and documentation.
- Coordinate volunteer orientation, training, scheduling, supervision, timesheets, evaluations, meetings, and required data entry.
- Recruit and schedule volunteers to assist with appropriate agency events and tasks, outreach, community collaboration, and public-awareness activities;
- Coordinate the annual volunteer appreciation event.

Educational Marketing & Outreach Includes:

- Coordinate established Sexual Assault Awareness Month and Domestic Violence Awareness Month activities.
- Maintain and prepare agency outreach and educational materials.
- Assist with tabling at outreach events and resource fairs.
- Oversee routine agency communications, including approved social media content (advocacy, information, events, closures), newsletters, and electronic communications.

Other:

- Complete agency data entry and maintain records in required databases and platforms.
- Safeguard confidential and sensitive information and comply with all agency policies and procedures.
- Work collaboratively with staff, volunteers, contractors, and community partners.
- Perform other duties assigned by the Executive Director consistent with the position and grant-funded program requirements.

Qualifications

Required Experience

- Education, training, and/or experience sufficient to perform the responsibilities of the position.
- Ability to oversee and safeguard confidential and sensitive information.
- Strong written and verbal communication in English.
- Strong organizational, and interpersonal skills, and ability to work collaboratively with contractors and community partners.
- Demonstrated spirit of cooperation and ability to build positive working relationships in an interactive, productive, team environment.
- Ability to manage multiple responsibilities, work independently, meet deadlines, exercise sound judgment, and maintain confidentiality.
- Proficiency with common office technology and software and ability to learn agency- specific databases and communication platforms.



- Knowledge of Social Justice issues, domestic violence, sexual violence, or related human-services issues, or the ability to complete required agency training.
- Ability and willingness to work a flexible schedule, including some evenings and weekends.

Preferred Experience

- Prior administrative, nonprofit, human-services, or volunteer-coordination experience.
- Previous experience in data tracking, Canva, Square, MailChimp
- Bilingual
- Previous Human Services related field.

Employee recognizes that with grant funding, continued employment is dependent on continued funding. As an equal opportunity employer, we are committed to workforce diversity and hiring people with diverse backgrounds and life experiences. Survivors, people who are bilingual/bicultural, people of color, people with disabilities, and LGBTQ+ persons are strongly encouraged to apply.