

Family Violence and Sexual Assault Institute (FVSAI), dba Institute on Violence, Abuse & Trauma (IVAT)

POSITION TITLE:	OPERATIONS ASSISTANT
REPORTS TO:	Chief Executive Officer/President and Assistant Director
HOURS:	40 hours/week (8:30 AM- 5:00 PM PST) Monday-Friday
EMPLOYMENT STATUS:	Full-Time, non-exempt, benefits-eligible; this position requires physical presence in San Diego, CA office
PAY:	\$41,600 annually
LOCATION:	San Diego, CA
CONTACT:	Sandi Capuano Morrison; sandicm@ivatcenters.org

The Family Violence and Sexual Assault Institute (FVSAI) dba Institute on Violence, Abuse and Trauma (IVAT) is seeking a motivated and organized individual to support the administration and operations of the organization. As part of the core team, the ideal candidate will have excellent communication skills and a broad range of applicable skills to collaborate with team members and leadership to ensure efficient and organized operations.

IVAT is a nonprofit organization and leading international resource and training center that links practice, policy, research, and advocacy to end violence. for more information, visit our website: <https://www.ivatcenters.org/>

POSITION SUMMARY

Under the general direction of the Chief Executive Officer, the Operations Assistant will serve as the gateway and liaison for office information and communication providing support to all of IVAT's departments. The successful candidate will be dedicated to providing high-quality service to all of IVAT and the community. They will exhibit the highest professional standards and ethical principles and will be committed to the tenets of IVAT's Mission and Vision that emphasize social justice, equity, diversity, and public health.

CORE RESPONSIBILITIES

Under the general direction of the Chief Executive Officer, the Operations Assistant will serve as a gateway and liaison for office information and communication, serving the CEO primarily and providing administrative support to all of IVAT's departments as directed. The successful candidate will be responsible for daily office operations, administration, and other duties as assigned.

LEADERSHIP AND OPERATIONS SUPPORT

- Provide administrative support to the CEO
- Serve as the initial point of contact providing administrative support, including answering/ triaging phone calls, distributing mail/ packages, and other daily activities to support smooth office operations

- Maintain calendars for office meeting spaces and scheduling meetings for the President, Chief Executive Officer, other leadership as directed.
- Order supplies and maintain office inventory, including general upkeep of common office space
- Support daily office operations such as checking and distributing mail, running occasional errands for supplies or shipping needs, paying bills, and setting /securing the office each day
- Serve as the point of contact for vendors that provide building maintenance, IT and other professional services
- Provide oversight of equipment needed for the office and staff, and assist with IT needs with vendor and team members
- Provide administrative support for basic office operations to help ensure an organized and efficient workspace
- Maintain comprehensive and accurate records
- Assist with management and organization of general office space including but not limited to storage units, and office organization
- Organize, update and implement administrative processes to ensure a smooth flow of office operations, including updating office manuals and other policies and procedures
- Other tasks as assigned

BROAD ADMINISTRATIVE SUPPORT

This role will provide administrative and operational support to IVAT's various departments following the organization's mission and core values while promoting a healthy organizational culture. Tasks may include:

- Facilitating and processing payments
- Creating certificates for training attendance and continuing education credits earned through IVAT events and organizations for whom IVAT provides continuing education
- Copy editing and proof-reading of various materials, including programs, flyers, and eblasts
- Communicating with internal and external parties to gather and organize needed materials
- Assisting with department data entry related to maintaining contact information for collaborators, volunteers, planning committee members, advisors, speakers etc. as directed
- Managing the direct service clinic's online referral system and following up with client referrals to obtain additional contact information
- Coordinating with the scheduling of appointments, billing, or other non-clinical related content
 - Processing and tracking payments across multiple spreadsheets and client invoices
- Other tasks as assigned, including but not limited to administration of event planning, programs, or special projects.

POSITION REQUIREMENTS:

EDUCATION

Associate degree or high school diploma/some college with related experience in a professional environment preferred

EXPERIENCE

Two years related experience required in administrative duties, billing experience preferred
Two years working in a fast-paced environment working for multiple supervisors is preferred
Knowledge of nonprofit administration helpful

KNOWLEDGE

Knowledge of office administration
Knowledge/proficiency of billing and invoicing systems
Knowledge/proficiency of basic office software (Microsoft Office 365, QuickBooks, etc.)

SKILLS

Effective and efficient organizational skills
Excellent written, verbal, and listening communication skills
Excellent customer service skills
Possess cultural awareness, humility and sensitivity
Attention to detail with a high level of accuracy
Adaptability and sound work ethics
Excellent time management techniques
Adaptability and sound work ethics

ABILITIES

Ability to be optimistic, positive, and supportive in all interactions with others
Maintain a high level of accuracy in preparing and entering information
Maintain confidentiality of information related to IVAT services
Follow established procedures and guidelines
Successfully work individually and as a team member
Effectively interface with the public and within the organization at all professional levels
Ability to prioritize work tasks and maintain a productive workload
Ability to utilize sound judgement for problem solving; knowledge to know when to consult a supervisor
Working knowledge of advanced planning; ability to initiate tasks and projects
Ability to lift up to 35-pound boxes

OTHER REQUIREMENTS:

Prior knowledge in the fields of violence, abuse and trauma helpful
Committed to the Mission and Vision of IVAT as a social change organization
Maintain a professional appearance and demeanor
Valid California driver's license at time of hire
Employment contingent on a successful background check.

Applicants from diverse backgrounds with interest in IVAT's mission of social justice and public health, and upholding diversity, equity, and inclusion of all are encouraged to apply.

Anti-Discrimination Policy: The Institute on Violence, Abuse & Trauma prohibits discrimination in employment and in its educational programs and activities, including admission or access thereto, on the basis of race, national origin, color, creed, religion, ancestry, citizenship, sex, age, marital status, disability, medical condition, pregnancy, physical or mental disability, genetic information, veteran status, marital status, sexual orientation, gender, gender identity, gender expression, caregiver status or any other characteristic protected by federal, state or local laws, or on the basis of any perception that an applicant or employee has any of these characteristics, or on the basis that an applicant or employee

is associated with someone who has or is perceived to have these characteristics.

The Institute on Violence, Abuse & Trauma is an Equal Opportunity Employer, committed to ensuring a high quality of education through the diversity of the IVAT community and the curriculum. Women, people of color, people with disabilities and people from other underrepresented groups are encouraged to apply, as we actively seek to increase diversity at all levels.

This policy is governed by Titles VI and VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, Title IX of the Education Amendments Act of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, the regulations implementing these statutes, and applicable federal and California law.

SETTING: The Institute on Violence, Abuse and Trauma (IVAT) is a 501(c)(3) nonprofit organization that condemns violence and oppression in all its forms. We stand with all who work for equality and peace. IVAT is a leading international resource, research, direct services, publications, and training center, founded in 1984 as FVSAI and now headquartered in San Diego, California with satellite offices in Hawai'i and Maryland. IVAT is a one-stop shop to address and end violence and abuse, and the trauma that is produced. We host 2 international summits annually, edit 3 academic peer reviewed international journals, maintain several research databases, provide program evaluation, consultation, and a wide array of training addressing violence, abuse and trauma-- many of which can be used toward specialty certificates and continuing education. We offer vital professional clinical and forensic services to San Diego County and beyond. We believe collaboration across systems is key to putting an end to violence and abuse. This is an on-site full-time position. Travel may be requested for various projects occurring outside of San Diego, CA.