



Job Description

Radiant Futures is an equal opportunity employer

Job Title	Service and Administrative Assistant
Reports to	CEO
FLSA, Pay	Full-Time, Non-Exempt; \$22.44/hour

Agency Overview

Originally founded as Women’s Transitional Living Center (WTLC) in 1976, Radiant Futures is the oldest domestic violence program in Orange County and the third oldest in the nation. Originally established as an emergency shelter, Radiant Futures has since evolved into a multiservice organization dedicated to ending the cycle of violence through a trauma-informed, survivor-driven approach. Today, we are equipped to respond to the nuanced needs of survivors of both domestic violence and human trafficking, and we continue our tradition of evolving to meet their needs through the constant pursuit of innovative programs and evidence-based best practices.

Our programs fall under three major categories: Bridge Housing, Supportive Services, and Community Education and Advocacy. Through our three-fold approach, Radiant Futures strives to meet the needs of survivors of any gender, their children, and survivors often not served by other programs. Uniquely tailored to the needs of survivors and their families, our programs are rooted in the understanding that there is no one-size-fits-all approach to safety, recovery, and self-sufficiency.

Position Summary

Under the direction and supervision of the CEO, the Service & Administrative Assistant will manage the day-to-day operations of Anaheim Campus and performs full range of general office tasks, providing clerical and administrative support for CEO and Senior Leadership Team, customer service to callers and guests, and managing supplies and furniture of all common areas of the office. This position will also serve as a liaison between the CEO and all departments throughout the organization as well as external partners and clients. This position will also work independently on projects, from conception to completion, and manages a wide variety of activities and confidential matters with the highest degree of discretion.

Essential Duties

Office Management:

- Provide front desk reception duties such as answering phone calls, welcoming guests, and receiving packages/deliveries
- Field inquiries and refer them to appropriate staff
- Manage the breakroom/ kitchen area. Ensure daily cleanliness and inventory of breakroom items such as coffee, snacks, utensils, and drinkware
- Organize supply closet, put in purchase orders for office supplies, fill paper in copier, etc.
- Serve as the point of contact for office-related vendors such as office landlord/property management, copier technician, IT vendor, water service, etc.
- Ensure office and lobby furniture are clean, repositioned appropriately, and presentable at all times

Administrative Assistance:

- Manage main voicemails, retrieve mail from post office, send out postages/ packages
- Provide clerical and administrative support to CEO and Senior Leadership Team
- Provide assistance in copying and organizing materials for meetings and events
- Support filing and general data entry
- Manage the scheduling of meetings and appointments of behalf of the CEO, support booking of meeting rooms, conference rooms, and travel arrangements
- Prepare CEO's mileage, timesheet, and expense reports
- Follow up with team members about deliverables from meetings and projects
- Place food/ drink orders for meetings and recognition events

Training Room and Special Events:

- Set-up training room based on staff request (chairs/desk set up), and reposition training room back to default settings after each class/workshops
- Assist with coordination and supporting organization's special events and community outreach events such as transporting supplies/ items, set-up and breakdown of items, and other duties during events

Other:

- Identify, suggest changes, and improvements in work processes to promote efficiency in office operations
- Adheres to the highest ethical and professional standards
- Attends any required meetings, conferences, and events as needed
- Performs other tasks as assigned

Qualities & Qualifications

Qualities:

- Possesses a strong commitment to the mission, policies, goals, and values of Radiant Futures
- Possesses a strong commitment to the self-reflection and interpersonal work needed to create an inclusive environment
- Results and solution-oriented
- Able to work independently as well as within a team; set and achieve high performance goals and meet deadlines in a fast-paced work environment
- Demonstrated ability to exercise good judgement and maintain confidentiality
- Creative thinker, joyful collaborator, self-starter, and detail-oriented
- Willingness and ability to travel to meetings, events, and other Radiant Futures events

Qualifications:

- Minimum 1 year of related experience; experience in nonprofit sector is preferred
- High School Diploma or equivalent. Bachelor's degree in a related-field is a plus
- Excellent analytical, strategic thinking, and problem-solving skills; ability to innovate, with capacity to create or seize opportunities to office management and administrative effectiveness and organizational outcomes
- Excellent verbal and written communication skills; including confidence and comfort with speaking in front of variety of audiences
- Excellent computer and technology skills including proficiency with MS Office 365 and other web-based databases and platforms
- 40-Hour Domestic Violence Training Certification (can complete during introductory period if needed)
- Has not been a participant of Radiant Futures services for at least three (3) years
- Possession of a current and valid CA driver's license, a vehicle, liability insurance meeting CA state minimum requirements and an acceptable driving record

Compensation & Benefits

This is a full-time, non-exempt position, \$22.44 an hour.

We provide 2 weeks PTO to start which increases over time (3 weeks after 2 years, 4 weeks after 5 years, 5 weeks after 10 years); 4 wellness paid days, 1 civic engagement paid day, and 12 paid holidays

Alternate work schedule (4 days/ 10 hours) option available

Generous benefits including 100% covered in Radiant Futures' sponsored health, dental, vision, and AD&D insurance with Employee Assistance Program; and 403(b) retirement plan with up to 4% match after 1 year of service

Our Commitment to Diversity and Inclusion

At Radiant Futures, we believe outstanding people are the key to our success. We value a diverse and

inclusive workplace, and strongly encourage people of color, LGBTQIA+ individuals, gender non-conforming individuals, and formerly incarcerated people to apply.

As an equal opportunity employer, we recruit and hire with the understanding of systemic oppression and lived reality of people with marginalized identities. We also recruit and hire without regard to race, national origin, religion, gender, gender identity, sexual orientation, disability, marital status, veteran status, or age.

Working Conditions and Physical Requirements Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter and resume to careers@radiantfutures.org with "Service & Administrative Assistant" in the subject line. No phone calls please.

For more information on Radiant Futures, please visit our website at www.radiantfutures.org.