

Santa Barbara Rape Crisis Center/Centro Contra la Violación Sexual
Receptionist
Job Description

Status: 40 hours per week, Non-Exempt

Benefits: Pro-rated Vacation, Sick Leave, and Employee Retirement through SIMPLE IRA.

Supervisor: Office Manager

A. Reception

1. Ensure telephone and office accessibility during SBRCC's business hours by providing coverage.
2. Greet, screen and direct all walk-in clients and visitors to the appropriate program staff member. Answer telephones and route any messages.
3. Disseminate current SBRCC information and activities to the public. Provide information and referral as needed.
4. Keep reception area and literature displays orderly and with current information. Ensure sufficient copies.

B. Statistics

1. Coordinate the collection of service and volunteer statistics as required by funding sources.
2. Develop and revise forms in order to accurately keep service and volunteer statistics as required by funding sources.
3. Perform data entry of client demographic and service information using computerized system.
4. Produce computerized reports as required by funding sources.
5. Maintain archives of data entry forms and demographic information.

C. Fund Development

1. Assist with fundraising record keeping including the maintenance of the donor database and the agency mailing list.
2. Produce donor acknowledgments.
3. Assist with fundraising activities.

D. Administration

1. Update Reception Procedures Manual.
2. Responsible for mail distribution.
3. Ensure clean and safe disposal of recycling and waste materials.
4. Ensure workroom, counseling rooms, bathrooms and break room are kept clean and orderly with sufficient supplies. Responsible for cleaning the refrigerator once per month.

E. Other Responsibilities

1. Provide auxiliary support to Crisis Intervention, Long-term Counseling and Education Programs as necessary.
2. Research the subject of sexual assault and related issues to maintain a current knowledge base.
3. Contribute to an atmosphere of teamwork, mutual respect and empowerment among staff and volunteers.
4. Attend staff meetings and Board/Staff retreat when required.
5. Perform other duties as required to advance the goals of SBRCC.

Qualifications

- Bilingual in English and Spanish Preferred.
- Completion of Crisis Intervention Training within 3 months of hire (SBRCC will provide this training).
- Computer literate with knowledge of Microsoft Office.
- Strong oral and written communication. Excellent public and telephone demeanor.
- Volunteer Management skills.
- Experience with a multi-line telephone system.
- Must possess good judgment and respect confidentiality.
- Working knowledge of and sensitivity to issues related to sexual violence.
- Knowledge of issues pertinent to marginalized communities. Experience in working effectively with people of diverse cultural and socio-economic backgrounds.
- Knowledgeable about community resources and information.
- Ability to work effectively with professionals who interface with survivors of sexual assault and their significant others.
- Punctuality and ability to work varied hours.
- Attention to detail and experience in working in a multiple task environment.
- Ability to work independently and as part of a team; excellent organizational and time management skills
- Reliable transportation.

HOW TO APPLY

Application Deadline: open until filled. Please submit resume, cover letter and three references to:

Elida Martinez
sbrcc@sbrcc.net
Santa Barbara Rape Crisis Center
433 E. Cañon Perdido St.
Santa Barbara, CA 93101

Apply online at <http://www.sbrapecrisiscenter.org/employment.html>