



Position Title: Office Coordinator (full-time, non-exempt)

Reports to: Director of Finance & Administration

Salary Range: \$45,000 – \$48,000, commensurate with experience

Benefits: HMO, Dental, Vision, Life Insurance fully covered by employer. Holiday, Vacation and Sick time.

Organizational Background:

Resilience (formerly Rape Victim Advocates) is an independent, not-for-profit organization dedicated to the healing and empowerment of sexual assault survivors through non-judgmental crisis intervention counseling, individual and group trauma therapy, and medical and legal advocacy in the greater Chicago metropolitan area. Resilience provides public education and institutional advocacy in order to improve the treatment of sexual assault survivors and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience now serves over 2000 survivors of sexual violence and their loved ones annually through our main office in downtown Chicago and our community-based offices in Austin, Ravenswood, and on the Stroger Hospital campus.

GENERAL ROLE DESCRIPTION

The Office Coordinator (OC) is responsible for supporting day-to-day administrative functions, including accounts payable/receivable, information technology, and office and facilities operations, under the supervision of the Director of Finance & Administration (DOFA). This position will assist in developing and implementing agency-wide policies, procedures, and controls related to operations, information technology, and facilities management.

COVID 19 CONSIDERATIONS

Due to the current pandemic conditions, Resilience staff will temporarily work from home until such time that conditions allow for a return to our on-site offices. All of our clients are receiving telehealth services.

RESPONSIBILITIES

Administration and Operations

- Open and close the Central office each day
- Answer, screen, and direct all phone calls; forward voice mail from the general mailbox to the appropriate staff member; respond to routine phone inquiries, including providing crisis intervention if needed
- Receive and direct visitors and clients
- Manage office VOIP phone system, including updating messages and schedules
- Monitoring and purchasing of office and program supply inventory at all Resilience branches.
- Assist in vendor relationship management
- Participate in onboarding of new staff, such as review of IT and other administrative functions
- Provide administrative and logistical support for in-house events and organizational meetings held in the office, including board meetings, and prepare agenda and minutes for staff meetings
- Oversee day-to-day needs of all Resilience offices in collaboration with the DOFA

Finance

- Prepare accounts payable deposit package for deposit electronically or at bank
- Assist DOFA with accounts payable cycle, as needed
- Maintain organization of all administrative and financial records and files
- Serve as occasional backup for fundraising data entry and gift acknowledgment

IT Support

- Perform Tier 1/Tier 2 IT helpdesk (troubleshooting, adding printers, mapping network drives, setting up email profiles in Outlook, updating software, etc.)



RESILIENCE
EMPOWERING
SURVIVORS
ENDING SEXUAL
VIOLENCE

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- Assist with the development of an inter-office system for aggregating and tracking requests for IT support
- Assist with equipment setup for all new staff, including desktop/laptop computers, phone system, and mobile phones, as needed
- Other duties as assigned

QUALIFICATIONS

- Minimum BA/BS or equivalent experience in a related field required
- Minimum of 2 years work experience in office coordination or management, including accounting/bookkeeping, facilities management, and IT preferred
- Independent, results-focused, highly organized self-starter
- Ability to develop and implement policies and procedures
- Excellence in time management and prioritization
- Strong analytical and organizational skills
- Excellent responsiveness and verbal/written communication skills; empathy and patience a must
- Ability to work independently, manage multiple tasks and meet deadlines
- A collaborative and flexible style; needs to be an active and engaged team player
- Passion for Resilience's mission a must; understanding of and/or experience working with sexual assault, women's issues and human rights issues preferred
- Proficiency in Microsoft Office applications is a must; proficiency with financial/development databases a plus
- Intermediate understanding of and comfort with of IT systems required; prior experience with VOIP systems, Microsoft Office 365, SharePoint, Intune and Google Suite strongly preferred
- Flexibility to work occasional evening and weekend hours is required.
- Completion of minimum of 40 hours of sexual assault training within 90 days of hire is required.

ENVIRONMENTAL/PHYSICAL

- Meet all health requirements as needed
- Potential for exposure to environmental and/or psychological hazards on or offsite at select partner locations.
- Physical requirements may include (extended or periodic) walking, bending, reaching, sitting and lifting

Persons of color and LGBTQ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies

To Apply:

Send your cover letter and resume to:

Leah Hungerford, Director of Finance & Administration

jobs@ourresilience.org

Include the position title and your last name in the subject line.

Please note that incomplete applications will not be considered.

No phone calls please.