



ADMINISTRATIVE ASSISTANT

Genesis Joy House Homeless Shelter, Inc., (Genesis) mission is to improve quality of life for unhoused female veterans with many proven programs that break the cycle, creating self-sufficiency and accountability.

Works collaboratively with all staff and participants to support the mission of Genesis Joy House and represent its values when interacting with members and the community. Support the efficient and smooth day-to-day operations of the organization.

Key Responsibilities - Administrative Assistant

- Provide administrative support to the team, including scheduling meetings, phone calls, travel arrangements, and event coordination.
- General administrative duties including drafting communications, managing mailings, customer service, preparing reports, and maintaining appropriate filing systems.
- Office management duties including ordering supplies, troubleshooting technology problems, and coordinating with outside vendors for services/repairs.
- Maintain organizational files and documents.
- Assist with donor communications, including appeal and thank you letters.
- Coordinate and maintain website updates with web designer.
- Providing support to the board of directors, including meeting scheduling and distribution of board materials.
- Supporting program evaluation by entering and summarizing workshop feedback.
- Assist with special projects and other tasks as assigned.
- Contribute to the visibility of the organization by representing Genesis at events.
- Bring ideas from events, meetings, etc. back to the organization to contribute to our on-going effort to understand and support nonprofits in Middle Georgia.
- Provide new volunteer and new participant orientations.
- May assist in basic bookkeeping tasks, including uploading receipts to transmit over to bookkeeper, running financial reports, assisting with annual budget, etc.
- Assist committee chairs with special events and tasks.
- Ability to pass a criminal background check.
- Ability to pass a pre-employment drug test.
- Other duties as assigned.

Key Responsibilities – Shelter Assistant

AREAS OF RESPONSIBILITY Essential Responsibilities/Functions

- Empower participants and provide support and crisis intervention through trauma-informed care.
- Ability to provide resource information or triage questions, for individuals and families we serve and to those who call shelter to apply/ask for information.
- Communicate necessary participant information to day staff to keep them informed.
- Follow and enforce Shelter Guidelines, Policies, and Procedures with shelter participants.
- Support and assist participants with their shelter needs as they arise (ex. questions, concerns, hygiene supplies, cleaning supplies, bedding, food and more).

- Maintain safety and security of shelter property, and report concerns to Shelter Manager/On-Call or to the authorities.
- Ensure the privacy and safety of other participants by not confirming identity of other participants, and by not allowing anyone other than participants, staff, case workers or law enforcement on the premises.
- Maintain the cleanliness of shelter through performing housekeeping tasks outlined in Staff Task Lists (ex. sweeping, mopping, disinfecting).
- Complete room checks as required.
- Complete shelter inventory and organizational/shelter upkeep duties as assigned.
- Perform basic maintenance as needed (ex. changing light bulbs, plunging toilets) and report any major maintenance issues to Day Staff.
- Document in shift notes at least once per shift and complete proper documentation; including but not limited to call logs, task list checks off lists, incident reports, reasonable suspicion forms, and mandated reporter documentation/reporting duties.
- Ability to access and utilize the computer for staff work schedules and be able to pick up/drop assigned work shifts as needed.
- Maintain positive, supportive and respectful participant relations.
- Support our focus on Diversity, Equity and Inclusion - this includes non-judgment of the ways that people may be different than you. Refrain from using slurs or other derogatory terms, gossiping or coming to conclusions based on race, gender identity, sexual orientation, primary language, religion, physical or mental ability, or other ways that people that we serve or employ may be different than you.
- Understanding or willingness to train in areas such as trauma-informed care, diversity, equity, and inclusion.
- Ability to maintain confidentiality of participants.
- Strong interpersonal skills, ability to be compassionate and firm towards participants.
- Ability to accurately record information for required client and staff documentation while maintaining confidentiality and strong boundaries.
- Ability to lift 25 pounds independently. Ability to walk, climb or descend stairs, kneel, bend, and twist. Ability to pass a criminal background check. Ability to pass a pre-employment drug test.
- COVID Vaccination (if numbers go up)

Qualifications:

- High School Diploma or equivalent.
- Minimum two years related experience; nonprofit experience a plus.
- Proficiency in Office Suite (Word, Excel, PowerPoint, Outlook) is required.
- Ability to multi-task and prioritize in a dynamic work environment effectively and professionally.
- Strong attention to detail and ability to work as a team member with minimal supervision.
- Solid written and oral communication skills and excellent phone manner.
- Ability to develop effective work plans, organize details, set priorities, and meet deadlines.
- Ability to operate and troubleshoot standard office equipment.
- Interest in and commitment to Genesis' mission is helpful.
- Reliable transportation and ability to travel within the state.
- Some moderate lifting (up to 25 pounds) may be required on an occasional basis.

DISCLAIMER: This job description is not intended to be and should not be construed as an all-inclusive list of the responsibilities, skills, efforts, or working conditions associated with these positions.

Print Name: _____

Date: _____

Signature: _____