

Institute on Violence, Abuse & Trauma (IVAT)
San Diego, CA

POSITION TITLE:	ADMINISTRATIVE AND BILLING ASSISTANT
REPORTS TO:	Chief Executive Officer/President and Assistant Director, Family Violence and Sexual Assault Institute (FVSAI), dba Institute on Violence, Abuse & Trauma (IVAT)
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;
SALARY RANGE:	\$41,600-43,000 annually based on education and experience

POSITION SUMMARY

Are you passionate about social justice and working to end violence, abuse and trauma in our community's most vulnerable populations? Are you interested in using your administrative and customer service experience and skills to make our world safer, kinder and free from violence and oppression? Are you looking for an opportunity to work with a team of friendly, energetic and passionate professionals and professional growth opportunities? If so, this may be a great fit for you! The Administrative and Billing Assistant, under the general direction of the Chief Executive Officer and Assistant Director, coordinates general office operations and provides administrative support for the Institute, including client billing, account maintenance and bookkeeping.

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.

DUTIES AND RESPONSIBILITIES:

This role will be responsible for supporting basic office operations to help ensure an organized and efficient workspace. This includes:

- Serving as the initial point of contact for the office by answering the main office phone line and email address and directing communication to the appropriate departments.
 - Ordering supplies and maintaining office inventory and general upkeep of common office space
 - Daily office operations such as checking and distributing mail, running occasional errands for supplies or shipping needs, paying bills, setting up meetings for staff and managing the conference room reservations
 - Serving as the point of contact for vendors that provide building maintenance, IT and other professional services
- This role will support each department's bookkeeping needs and interface with all accounting and audit contractors.
 - Maintain QuickBooks online data entry of income/expenses for all departments
 - Coordinate reconciliation of credit card and merchant accounts for monthly reporting

- Support accounting monthly reconciliation and preparation with auditor for annual audit
- This role will support the Institute's direct service operations through direct client contact regarding scheduling and billing or payment information. This includes the management of sensitive and confidential client information and data.
 - Managing the 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
 - Following up with clients regarding payment plans for past due account balances
- Other duties may include:
 - Facilitating travel arrangements for staff
 - Updating office manuals and other policies and procedures
 - Other duties as assigned

POSITION REQUIREMENTS:

EDUCATION

High School Degree, some college 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

Knowledge of office administration

Knowledge of billing and invoicing systems

Knowledge of basic office software (Microsoft Office, Outlook, Excel, etc.)

Knowledge of QuickBooks preferred

SKILLS

Effective organizational skills

Effective written, verbal, and listening communication skills

Effective customer service skills

Attention to detail and high level of accuracy

Effective stress management techniques

Effective time management techniques

Demonstrate sound work ethic

ABILITIES

Ability to maintain a high level of accuracy in preparing and entering information

Ability to maintain confidentiality of records, files, and information related to IVAT services

Ability to follow established procedures and guidelines

Ability to successfully work individually and as a team member

Ability to effectively interface with the public within an organization at all professional levels including staff

Ability to compromise a desired outcome

Ability to effectively communicate verbally, in writing and electronically

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
Possess cultural awareness and sensitivity

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 license at time of hire
- **Background Check:** Employment is contingent upon successful completion of a background check.

APPLICATION PROCESS:

1. Applicants from diverse backgrounds with interest in IVAT's mission of social justice and public health, and upholding diversity, equity, and inclusion are encouraged to apply. For more information, please see www.ivatcenters.org.
2. Cover letter and Resume should be sent to **Patricia Frosio, Assistant Director**, at patriciaf@ivatcenters.org.
3. Applications will be reviewed immediately with interviews scheduled in late December/early January.

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.

The Institute on Violence, Abuse & Trauma will conduct its programs, services and activities consistent with applicable federal, state and local laws, regulations and orders.

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.

