



Job Description

Job Title: Administrative Services & Referral Coordinator

Union Affiliation: OPEIU
(Associated dues will apply)

Department: Stabilization Services

Supervisor: Administrative Services Supervisor

Status: Non-Exempt

FTE: 1.00

Salary Grade: 204

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and built skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary: Solid Ground is a non-profit social service organization that provides a variety of services primarily to residents living on low-incomes in Seattle-King County. The Administrative Services & Referral Coordinator provides reception services and clerical support to agency staff. This position answers a high volume of incoming calls, conducts initial assessment of the needs of callers and walk-in clients and makes referrals to appropriate agency staff as well as other agencies within the community in a way that ensures appropriate hand-offs, helps with maintenance and programming of the phone system, routes and posts mail for all Solid Ground sites, completes accurate monthly reports including data entry, assists with contract routing throughout the agency, is responsible for being prepared to handle any safety issues that may arise, and completes projects as requested by the Support Services Supervisor and other programs. In addition, this position works closely Community Resource Gateway (CRG, formerly Every Door) team

assisting with the coordination of internal and external referrals to services, following up with referrals to determine outcomes and assess additional needs, completing data entry in CaseWorthy and noting client services provided.

Essential Duties, Responsibilities & Tasks:

- 45% Answer high volume of incoming calls on a multi-line phone system and provide access to interpretation and relay services. Greet and help callers and walk-in clients, guests and visitors in a friendly, helpful, professional, respectful, trauma-informed and culturally competent manner. Evaluate and screen immediate needs of callers and clients and make appropriate referrals to agency staff and programs. Learn, use, and maintain extensive and up to date knowledge of all agency programs, including maintaining resource binders containing community information. Explain agency and/or program limitations and options. Stay current on the availability of various services offered throughout the community. Use de-escalation skills to work with callers and in-person visitors in crisis. Work in collaboration with CRG team and Housing Support Specialist including coordination and documentation of referrals made, following up on services accessed determining any additional service needs, timely data entry, correspondence, etc. Coordinate with Peer Support Specialist to ensure referrals to CRG are receiving information and referral on a timely basis. Assist Peer Support Specialist in data entry and follow up with referrals is completed. Participate in community referral systems such as Crisis Connection and UniteUs to support internal and external referrals to services.
- 25% Provide support for staff on phone use. train staff members and troubleshoot copier, fax, scanner, and printer use. Report building and equipment services and repairs as needed, including calling for service. Provide a wide range of administrative support to all agency staff, including creating, updating posting and distributing flyers, forms and correspondence, creating management and client folders, and other tasks as requested. Provide administrative support to Administrative Services Supervisor including correspondence and data entry, in addition to tasks listed above.
- 20% Process and distribute incoming and outgoing mail for all sites as well as faxing, filing and copying documents as needed. Train online ordering procedures for supplies to staff at all sites; oversee, compile, order and distribute office supplies weekly. Find and supply invoices, and complete check requests for payment of invoices as requested. Compile detailed site-specific monthly reports for Accounts Payable as needed. Update, compile and distribute monthly phone lists for the agency. Distribute and track bus tickets when available. Track, route, check, and return all agency contracts. Coordinate and document long-term bulk record storage, document locations and annual file purges. Support staff in scheduling meeting room use, including schedule conflicts. Open and close building on daily basis. Complete monthly reporting as needed.
- 5% Make and distribute all agency staff I.D. badges; maintain reservations for staff trainings and events; work closely with Safety and Emergency teams; deal with emergency situations as they arise.
- 5% Participate in program, department and agency meetings and relevant trainings as required. Keep front desk area, three main copier areas, and meeting rooms clean and tidy.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience:

Requires the following:

- a. At least two years of administrative support or clerical experience.
- b. Experience working in a social service or similar agency or service provider environment that includes working with people experiencing mental health issues, awareness of and experience with trauma-informed practices, de-escalation experience/training, anti-racism experience, training and commitment to implementing in daily work practices.
- c. Experience with a multi-line phone system.

Desired Qualifications:

- Bilingual skills strongly desired

Minimum Qualifications:

- Ability to handle multiple tasks under stressful situations.
- Demonstrated flexibility and adaptability to changing needs and workflow.
- Cultural competence/demonstrated by experience and satisfactory answers to interview questions.
- Excellent customer service and de-escalation skills
- Excellent communication skills, both oral and written
- Ability to work individually in a self-directed manner and as part of a team in group projects.
- Ability to take general direction and apply it to specific circumstances as the situation requires.
- Excellent organizational abilities, initiative and attention to detail. Effective time management skills, ability to multi-task.
- Ability to ask questions as needed as well as to use knowledge, resources and experience to problem solve.
- Accurate record keeping skills, ability to maintain accurate files and databases.
- Willingness and ability to work with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Demonstrated Proficiency using computer software (Office 365, Microsoft Word, Publisher, Excel, and Outlook).
- Experience in data entry using CaseWorthy, Salesforce or other database systems.
- Familiarity with social services throughout Seattle and King County.
- Valid driver's license, access to reliable vehicle and willingness to drive as needed in King County

Physical Demands/Working Conditions: This position works performing multiple office duties. The work includes answering phones, greeting clients, ordering and distributing office supplies and mail, trouble shooting copiers and printers, typing, copying and a high volume of program projects. Position requires employees to lift up to 40 pounds and push/pull 20 pounds for distribution of office supplies and mail, and bending. Employees spend 60% of their time answering the phone and greeting clients, and 40% of their time typing, mailing, distributing supplies, and copying. Position has the ability to sit/stand as needed. Must be available for an eight-hour shift, M-F, between 8:15am and 5:15pm, or for an eight-hour shift that reflects changes made to the agency schedule. This position may travel to other Solid Ground locations as needed to provide support across the agency.

Hours & Compensation: This is a full-time union position paying \$22.78 per hour plus benefits. Salary Range \$22.78 - \$31.41. Benefits include medical, dental, short-term, and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

To Apply: Applicants must complete the Solid Ground application form specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers/> then click on the job title for this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle's Wallingford neighborhood.

Please attach a cover letter and resume.

Closing Date: Open Until Filled

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability, or veteran status.