

**A SAFE PLACE  
LAKE COUNTY CRISIS CENTER**

**IPDAV Office Manager**

The IPDAV Office Manager to the IPDAV Program will provide general oversight of all administrative duties, including collection of monetary fees to the Intervention Program for Domestic Abuse and Violence (abuser services). The Office Manager will handle all administrative support and clerical services for the program. The Office Manager reports to IPDAV Lead Counselor.

**RESPONSIBILITIES:**

- Handle correspondence and memos.
- Ability to provide needed data from database for completion of required reporting.
- Typing program manuals, materials and reports.
- Develop and maintain program files.
- Answer IPDAV telephone, including taking messages and setting appointments for the IPDAV Counselors.
- Assures that all reports, records and materials are adequately being kept and filed.
- Participates in staff meetings.
- Perform other tasks as assigned.
- Supports agency efforts to end Domestic Violence.
- Performs other tasks as assigned.

**QUALIFICATIONS:**

- High School diploma
- 1-2 years office management experience.
- Spanish Speaking preferred
- Ability to Multi-task
- Professional phone skills
- Ability to de-escalate potentially confrontational situations
- Ability to type 50 wpm.
- Proficiency in use of Microsoft Office products.
- Ability and desire to do detailed paperwork precisely, accurately, neatly and completely.
- Good grammar and spelling skills
- Ability to relate and work well with others.
- Good attention to detail.
- Excellent organizational skills.
  
- Ability to accept, to understand, and to relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.
  
- A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's and children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.