"Working Together to Strengthen ALL Families and Survivors"
Website: www.fscss.org
3545 7th Ave SW STE 200, Olympia, WA 98502
Phone: (360) 754-9297 Fax: (360) 943-1139

Position Title: Administrative Assistant
Reports to: Executive Director
Salary: $25.00 - $27.00 per hour
Benefits: Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contribution after 1 year of employment.
Hours: Full time 35 hours per week; typically, Monday-Thursday 9:00AM – 5:00PM, Fridays 9:00-2:00PM. Occasional nights/weekends.
Location: This position is based out of our West Olympia location and includes working from community partner locations as needed.

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families and Survivors*". Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary:
The Administrative Assistant provides comprehensive administrative, clerical, and operational support to the Executive Director, Leadership Team, and program staff of the Family Support Center of South Sound (FSCSS). This position is responsible for ensuring the smooth operation of daily office functions, maintaining organized and accurate records, coordinating onboarding and workspace preparation for new hires, processing financial and administrative documentation, and assisting with event and meeting logistics.

The Administrative Assistant serves as a key point of contact for internal staff and external partners, ensuring communications, supplies, and resources are managed efficiently and in alignment with agency procedures. Duties include, but are not limited to, providing support to the administrative team, managing financial documentation workflows, maintaining office supply inventory, supporting program operations, and safeguarding confidential materials.

The ideal candidate will be detail-oriented, organized, proactive, and able to manage multiple priorities while maintaining a high level of professionalism. This role requires discretion, accuracy, and a commitment to supporting FSCSS's mission of strengthening families and survivors through collaborative programs and services.

Licenses & Other Requirements:
- Washington State Driver's License
- Fully insurable driving record
- Ability to pass a comprehensive background check

Required Skills & Experience:
- Education: Associates degree, or equivalent combination of education and comparable work experience.
- Experience: A minimum of 1 year of experience working in an office environment.
- Excellent written and verbal communication, strong interpersonal skills, and a commitment to outstanding customer service.

- Ability to maintain accuracy, attention to detail, and strong organizational skills while managing multiple tasks.
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs.
- Ability to adapt to changing priorities and respond to urgent needs while maintaining professionalism and confidentiality.

PREFERED SKILLS AND EXPERIENCE

- Self-motivated, detail-oriented, energetic, and highly organized, with the ability to prioritize and manage multiple tasks efficiently.
- Strong written communication skills, including proficiency in editing, proofreading, and data entry.
- Demonstrated ability to work effectively both independently and as part of a collaborative team.
- Commitment to fostering a positive, supportive work environment by maintaining morale, demonstrating a willingness to assist others, and approaching all tasks—large or small—with a cooperative and solutions-focused attitude.
- Experience working in a social services or nonprofit environment.
- Familiarity with donor management systems such as Little Green Light and financial/accounting software such as QuickBooks.
- Proficiency in coordinating onboarding processes, including technology setup and workspace preparation.
- Experience handling sensitive or confidential information with discretion.
- Commitment to the mission, vision, and values of the Family Support Center of South Sound, including supporting diversity, equity, and inclusion in all aspects of work.
- Proven ability to work collaboratively as a team player in dynamic and multidisciplinary environments.
- Ability to speak a second language fluently.
- Experience working in a social service environment.

Physical Requirements

- Ability to perform general office tasks, including sitting or standing for extended periods, operating standard office equipment, and occasionally lifting and carrying up to 25 pounds.

Work Environment

- Work is performed primarily in an office setting with frequent interaction with staff, clients, and community partners.
- May include occasional off-site work and travel between program locations.
- Environment may include interruptions and the need to adapt quickly to shifting priorities.

Primary Responsibilities:

Leadership/Administrative Team Support:

- Provide comprehensive administrative support and ensure timely completion of annual renewals, including Secretary of State filings, memberships, tax exemption documentation, and other compliance requirements.
- Make copies, fax documents, prepare mailings as needed.
- Ensure all new hires have keys, name tags, and when applicable, business cards available within first 2 weeks of hire (1 day for keys).
- Ability to adapt to changing priorities and respond to urgent needs while maintaining professionalism and confidentiality.
- Complete Google Workspace onboarding for new hires.
- Coordinate with the Program Manager to set up the computer system, phone system, and any other required systems. Ensure the new hire’s desk is prepared with all essential supplies prior to their start date.

- Ensure filing cabinets in Administrative Assistant's office are locked and secured nightly.
- Purchase gift cards for each program as needed and in accordance with agency procedures. Store checks awaiting client distribution or client specific gift cards in appropriate safe.
- Support program management team when needed with distributing gift cards or checks from management safe to appropriate direct service staff person.
- Maintain awareness of all available office supplies at FSC Main Campus. Place orders weekly for items needed, ensuring staff have the supplies needed to do their job.
- Take responsibility for opening and unpacking orders of supplies and putting them away in the appropriate locations.
- Maintain financial files in an organized, complete, audit ready manner.
- Accept timesheets from program managers and leadership staff twice monthly, organizing and checking that all have been turned in. Check timesheets for correct allocations, signatures, and pay periods. Turn in directly to Bookkeeper for processing.
- Scan and submit payables to Executive Committee for review and approval of expenses exceeding $10,000
- Assist with preparations for presentations, events, staff and Board meetings by generating handouts, scheduling locations, ordering refreshments, setting up equipment-projector and laptop and send reminder emails.
- Run errands and perform miscellaneous job-related duties as assigned.
- Once the Bookkeeper has entered the checks into QuickBooks, deliver deposit checks to the appropriate bank(s).
- Process Requests for Payment (RFPs) promptly, including purchasing, approval, coding, organizing, and submitting to the Bookkeeper for processing.
- When the Executive Director or Deputy Director is out of the office, monitor their email and voicemail. Forward urgent matters to the appropriate staff for resolution. Provide an emailed log of all voicemails and urgent matters to the Director or Deputy Director no later than the day before they return.
- Supervise Maintenance staff, purchasing necessary items promptly, such as janitorial items or other maintenance/repair needs.
- Respond to and process staff requests in a timely and professional manner.

Building / Tenant Support:

- Respond to tenant needs promptly and effectively, notifying Building Maintenance staff person of urgent repairs or attention needed.
- Track distribution of facility keys; maintain log of total keys distributed to each tenant. Ensure we have ample keys available for distribution as needed.
- Coordinate with Building Maintenance staff person when rekeying is required.
- Ensure Building Maintenance staff person is managing routine repairs and maintenance needs across the property.
- Manage building usage, ensuring outside partner agencies requesting use of FSC spaces have access and are aware of safety/security needs.
- Leads the Safety Committee for the entire FSC Campus, coordinating communication, drills, and setting up trainings as applicable

Technology Support:

- Maintain inventory of all computers, monitors, and tech supplies purchased. Ensure all property is numbered and distribution/staff assignments tracked.
- Act as Google administrator, establishing new user accounts, deactivation of accounts, password changes, etc.

- Act as point person for Capital Business Machines, making sure all printers and copiers are working effectively and we have ample toner and ink as needed.
- Work directly with phone and internet providers as required, completing tasks such as assigning new staff phone extensions, ordering devices, troubleshooting issues, etc.
- Participate in agency wide on-call rotation, for 1 week at a time. Approximately 2-3 times per year.

Other duties as assigned.

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references (phone and email preferred) to hiring@fscss.org or fax documents to 360-943-1139 ATTN: Hiring, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls. Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.