



## OFFICE MANAGER & EXECUTIVE ASSISTANT

**About the agency.** Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,700 adult and child survivors of domestic violence & facilitating an intervention program to nearly 300 people who are abusive. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship (SUCCESS).

**About the role.** As an Office Manager & Executive Assistant, you will provide high-level administrative support services for WC&S' President/CEO, Board of Directors, and Committees. Additionally, you will deliver proactive office management for WC&S' main facility, including staffing of the Hospitality & Security Office, and other general administrative support functions, as assigned.

This role provides you with the opportunity to showcase your advanced administrative, organizational, and logistical skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will possess effective oral, written, and interpersonal communication, demonstrated accuracy and efficiency in office work, and have extremely strong administrative, organizational, and client/customer service skills. If you are comfortable working independently and as a team member, resourceful and flexible, and are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

### Here's what you will do:

- Provide high-level administrative and support services for the President/CEO (including maintaining their calendar) and WC&S Board of Directors/Committees
- Communicate regularly with the President/CEO to receive and prioritize tasks
- Lead the scheduling and logistical coordination for WC&S Board of Directors and Committee meetings and aid in Board-related communications, as needed
- Attend WC&S Board, Committee, and Management meetings, as required, and record meeting minutes
- Proactively maintain the WC&S Board of Directors portal and handle and maintain permanent recordkeeping of all official WC&S Board/Committee correspondence and information
- Provide proactive office management for WC&S main facility
- Pick up, sort, and distribute/drop off daily mail to WC&S main facility, including picking up packages at the post office for residents and the organization
- Consistently staff the Hospitality & Security Office for four (4) hours per day Monday-Friday (approximately 20 hours/week), prioritizing safety, as well as friendly and helpful hospitality in all client, visitor, and staff interactions



- Monitor building and resident security through control of doors, alarms, surveillance, and the initiation of security procedures and safety alerts
- Maintain a secure, welcoming, clean, and clutter-free environment for all clients, visitors, and staff in the vestibule, waiting area, and front office
- Greet and engage visitors and residents in alignment with the Sanctuary Model and principles of cultural competency
- This position requires being available Monday through Friday during normal business hours, with approximately 1-2 evenings per month for committee meetings, etc.
- Perform other duties as assigned by supervisor

**Here's what we are looking for:**

- High School diploma/GED required; Associate degree in related field preferred
- Demonstrated accuracy and efficiency in office work is required
- Extremely strong administrative, organizational, and client/customer service skills required
- Ability to work independently and as a team member
- Ability to take the lead as needed on safety issues presenting in the Hospitality & Security Office
- Ability to be resourceful and flexible
- Ability to break down boxes, perform light cleaning, bend, walk, push light/medium-weight carts, and lift up to 25 lbs.
- Effective verbal, written, and interpersonal communication skills
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamic, cultural diversity issues, and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce, Tableau, and Teams strongly preferred
- Desire to work in an organization committed to diversity, equity, and inclusion as part of its values
- Act 33/34 and FBI Clearances required

**About the benefits.** WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status, or any other protected characteristic. We are committed to providing an inclusive and welcoming environment for all.



**TO APPLY:**

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "Office Manager & Executive Assistant" to [careers@wcspittsburgh.org](mailto:careers@wcspittsburgh.org).