abused Deaf women's advocacy services

Program and Admin Support Staff

Be the welcoming front door of ADWAS while keeping the office, paperwork, and everyday administrative details moving.

EMPLOYMENT Full-Time, Non-Exempt	**REPORTS TO** Operations Director
LOCATION Seattle, Washington	**SCHEDULE** 9 a.m.-5 p.m., Monday-Friday.

ABOUT ADWAS

Abused Deaf Women's Advocacy Services (ADWAS) supports Deaf, DeafBlind, and DeafDisabled survivors of domestic violence and sexual assault and provides prevention education to the community.

WHY THIS ROLE MATTERS

The Program and Admin Support Staff, or PASS, is a central support role for the ADWAS office. PASS provides consistent front desk coverage, welcomes survivors and visitors, manages incoming communications, and connects people with the right staff and services. The role also supports routine accounting tasks, office administration, vendor and unit-turnover coordination, housing paperwork, and the many practical details that help programs run smoothly.

Responsibilities

Front Desk and Office Support

- Answer and screen videophone and other incoming calls, take messages, and transfer calls to the appropriate staff or department.
- Answer the front door, greet survivors and visitors, and connect them with the appropriate staff. Provide basic domestic violence and sexual assault information and referrals.
- Maintain an organized and welcoming lobby and administrative area.
- Provide clerical support to programs and administration, including copying, scanning, filing, creating forms and tracking tools, and processing mail.
- Track and organize office supplies and inventory.
- Record staff meeting minutes.
- Assist with interpreter requests, workplace access arrangements, and administrative tasks for Programs and Development.
- Assist with moving and setting up computer and office equipment, connecting monitors and other devices, and basic troubleshooting. Refer unresolved issues to Operations.

Routine Accounting Support

- Reconcile petty cash accounts and maintain supporting receipts and records.
- Match credit card statements with charges, organize supporting documentation, and flag missing information or discrepancies for the agency cards.
- Collect, organize, and prepare bank deposits. Make bank deposits.
- Enter monthly tenant rental information into QuickBooks as a data entry task.
- Accept rent payments from tenants, document receipt, and coordinate the handoff of funds and records through established housing and Finance procedures.
- Match approved accounts payable checks with invoice documentation and prepare and mail checks.
- Prepare timesheet packets for HR to use for payroll and follow up on missing forms as requested.
- Gather, file, and organize documents for Finance, Operations, Programs, and audit requests.
- Coordinate routine accounting support with the Finance & Accounting Coordinator and Finance Director.

Housing Paperwork and Turnover Support

- Assist with unit turnover coordination, including vendor scheduling and access.
- Participate in the Housing Paperwork Team with PASS, Prevention/Program Support Staff, OSSS, and the Operations Director to complete move-in and move-out checklists, SHA annual paperwork and recertifications, and WSHFC annual paperwork and recertifications.
- Help residents complete forms, gather required documents, and submit materials to SHA and other applicable agencies, following Operations Director review requirements.
- Cross-train in the full housing paperwork process and provide coverage for other team members as needed.
- Keep the OSSS informed about paperwork completed, submitted, or still outstanding so the housing paperwork tracker remains current.

Team Responsibilities

- Maintain confidentiality and professional boundaries when working with survivors, residents, visitors, and staff.
- Participate in staff meetings, training, and cross-team work. Practice ADWAS's mission and core values and continue learning about oppression and cultural responsiveness.
- Perform other duties as assigned, with assignments and coverage coordinated around front desk responsibilities.

Required Qualifications

- At least two years of involvement in Deaf or DeafBlind communities, paid or volunteer.
- Fluency in American Sign Language.
- Knowledge of oppression within and affecting marginalized populations.
- Ability to organize records, handle frequent interruptions, communicate accurately, and protect confidential information.
- Basic Microsoft Excel skills, including entering and updating data in spreadsheets, formulas and manipulating data.
- Experience moving and setting up computer equipment, connecting monitors and other devices, and troubleshooting basic equipment and connection issues.

Preferred Qualifications

- Experience with QuickBooks Desktop and office administration.
- Knowledge of domestic violence and sexual assault issues.
- Experience with crisis response.

Essential Functions and Work Environment

ADWAS will work with employees with disabilities to provide reasonable accommodations for essential duties.

- Use a computer and standard office equipment; read, prepare, and edit documents in English.
- Communicate frequently with survivors, visitors, residents, staff, and community members.
- Remain at the front desk for sustained periods, move within the office, and complete bank trips with coverage arranged.
- Prioritize requests, switch between tasks, and work independently within established procedures.
- This position does not supervise staff.

Equal Opportunity

ADWAS is an Equal Opportunity Employer. Deaf, DeafBlind, DeafDisabled, S/CODA, hard of hearing, survivors of interpersonal violence, BIPOC, and LGBTQIA+-identified persons are encouraged to apply. ADWAS will not discriminate against any employee or applicant because of race, color, gender, age, sex, ethnicity, income, military status, religion, national origin, pregnancy, marital status, sexual orientation, gender identity, gender expression, political ideology, ancestry, status as a domestic violence or sexual assault survivor, or the presence of any sensory, mental, or physical disability. Such action shall include, but not be limited to, employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training. This policy of nondiscrimination shall be posted in conspicuous places and made available to all applicants.