



Beacon of Hope
Crisis Center

Reception and Filing Assistants

A Reception and Filing Assistant is mainly in charge of receiving and distributing communications throughout the organization. Additionally, the assistant will maintain supplies and equipment, deliver mail to proper team members, and welcome visitors. Occasionally, the volunteer will also be asked to make copies, digitalize important paperwork.

Primary Responsibilities:

- Welcoming visitors and clients, making them comfortable during their wait, and announcing their arrival to the person who is meeting with them
- Receiving the organization's mail as well as distributing it to the right department and person
- Assessing stationary supplies (files, paper clips, pens, paper, etc.) and reporting shortages
- Assessing common living area supplies and reporting shortages
- Making copies and/or scanning important paperwork
- Creating and updating records
- Sorting, storing and securing paperwork in designated places
- Keeping the waiting area and front desk tidied up and clean
- Maintaining building security by insuring that all doors stay locked at all times. Volunteers will never be alone in the building.
- Supporting other staff and volunteers as needed
- Maintaining cleanliness and care of the Center's offices
- Supporting other areas whenever possible.

Skills:

- Office experience
- Telephone skills
- Documentation skills
- Data Entry skills
- Administration skills
- Strong organization skills
- Excellent writing skills

SERVING DOMESTIC VIOLENCE VICTIMS SINCE 2009

317.731.6131 *office* | 317.731.6140 *crisis line* | 317.731.6132 *fax* | P.O. Box 34318 Indianapolis, IN 46234

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- Knowledge of filing systems
- Ability to use photocopier, scanner, etc.
- Positive attitude with callers, clients, staff and volunteers
- Ability to work both independently and as a team
- Excellent communication skills (verbal and written)
- Awareness and adherence to confidentiality and boundaries
- Punctuality and dependability
- Proactivity

Required Qualifications:

- Working knowledge of Microsoft suite including Word, Power Point and Excel
- Excellent typing skills
- Commitment to non-violent and cooperative work environment
- Commitment to providing quality and equitable services to all clients regardless of race, ethnicity, sex, gender identity, religion, age or sexual orientation
- Ability to pass a criminal background check
- Ability to do online research

Preferred Qualifications (not required)

- Fluency in Spanish
- Degree in the field OR previous experience

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