

**POSITION ANNOUNCEMENT
OFFICE COORDINATOR**

Job Type: Permanent, Full Time

Full Time Equivalent: 1.0 (40 Hours/week)

Reports to: Office Manager

Rate: \$40,000 - 46,000 (\$19.23 - 22.11 hourly) DOE

Location: Milwaukee, Wisconsin

Application Instructions: Submit resume **and** cover letter, detailing your qualifications and experience as they relate to the minimum and preferred qualifications online at <http://www.disabilityrightswi.org/careers>

Application Deadline: January 30, 2023. Position will remain open until filled.

Alternate formats of this Position Announcement are available upon request. Materials may be submitted in alternate formats if necessary.

What is DRW?

Disability Rights Wisconsin is the state's Protection and Advocacy system, charged with protecting the rights of individuals with disabilities and keeping them free from abuse and neglect. Employing a variety of means, our advocates and attorneys use individual casework and systems advocacy to achieve positive changes in the lives of people with disabilities and their families. We are seeking employees who value this work. In turn we treat our employees well, offering a supportive environment, talented colleagues, excellent benefits, and generous leave.

DRW arose out of a disability civil rights movement demanding that the abuse of people with disabilities end and that people with disabilities be included in life, school, workplaces, and communities. Our core values include Diversity, Dignity, Independence, Accessibility, Inclusion, Human Rights, and Liberation.

A diversity-based approach to disability rights recognizes the intersectional nature of oppression experienced by people with disabilities from underprivileged and underserved communities. We strive to create a welcoming and inclusive environment at DRW. We work to specifically address disability-related injustices at the intersections of disability and race, disability and gender, disability, and gender-based violence, and more.

Job Summary

Provide office administrative operations. Responsible for the overall coordination of DRW's Milwaukee office, ensuring that smooth operations, general appearance of the space, and organization of materials and functions are all taken care of. Collaborate with DRW staff in project work. Provide administrative assistant tasks, including handling incoming phone calls, welcoming guests, and meet other programmatic and agency needs and goals.

Key Responsibilities

1. General Administrative - 70%

- Answer, screen, and route telephone calls, general voice mails, faxes, and email communications appropriately.
- Welcome and attend to guests; greet and direct incoming appointments to appropriate locations. Accept deliveries.
- Keep the common areas tidy (reception area, copy rooms, conference rooms, kitchen).
- Process incoming/outgoing mail.
- Routine copying, collating, document formatting, word processing, etc.
- Fulfill printed material requests and update inventory system.
- Enter client satisfaction survey responses into appropriate system.
- Manage office supply inventory.
- Assist in preparing for outreach events.
- Prepare interviewee packets, disseminate to interviewees.
- Prep new hire's office based on guidance from supervisor and Office manager.
- Welcome and acquaint new hire with office procedures and surroundings.
- Troubleshoot office equipment and call for support as needed.
- Troubleshoot building issues and call for support as needed.
- Undertake other projects and tasks as assigned.

2. Facilitate Pre-Intake Assessment - 30%

- Gather information from callers regarding eligibility for DRW's services.
- Enter and assign requests for assistance in system and route to appropriate intake.
- Provide referrals to appropriate resources when the caller is ineligible for DRW's advocacy assistance.
- Enter service requests from email, web form, and faxes into system.

Qualifications

Required:

- High school diploma with 5 years' administrative support experience; or equivalent combination of experience through accredited college and/or prior work experiences.
- Experience in phone customer service (minimum of 2 years).
- Proficient knowledge of Windows based computer applications.
- Ability to toggle between competing priorities.
- Detail oriented and comfortable working in a fast-paced office environment.
- Exceptional communication skills.
- Superior organizational skills and dedication to completing projects in a timely manner.
- Experience/direct contact with persons of culturally diverse background.

Preferred:

- Proficient bilingual Spanish speaking skills.
- Experience working in a non-profit or a legal office.
- Experience with advocacy for people with disabilities or other vulnerable populations.

Benefits

Disability Rights Wisconsin places a high value on the well-being of our staff. We offer the following benefits for permanent employees working at least 20 hours per week: health, vision, dental, and life insurance; short- and long-term disability; 401(k) retirement savings plan with employer contribution, and flex spending plan. Paid time off includes generous holiday, vacation, personal and medical leave, as well as time for volunteering and voting.

A COVID-19 vaccine mandate is in place for all employees. A copy of the policy can be requested by emailing hr@drwi.org.

EEO/AA | We're an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.