

## POSITION ANNOUNCEMENT Administrative Assistant

**Job Type:** Permanent Full Time

**Full Time Equivalent:** 1.0 (40 Hours / week)

**Reports to:** Office Manager

**Rate:** \$40,000 - \$49,847\* (\$19.23 - \$23.96 / per hour)

\* Compensation at DRW is based on a tiered calculation scale that takes prior relevant employment experience; candidate attributes applicable to social justice/disability advocacy work; grant coordination experience if applicable; and supervision experience if applicable.

**Location:** Madison, Wisconsin

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**Application Instructions:** Complete our online application at [disabilityrightswi.org/careers](https://disabilityrightswi.org/careers).

**Application Deadline:** November 26, 2023, 5 p.m. for priority consideration. Review of applications will occur on a rolling basis. 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.*

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### 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 marginalized and underserved communities. We work to specifically address disability-related injustices at the intersections of disability and race, disability and gender / gender identity, disability, and gender-based violence, and more. We strive to create a welcoming and inclusive environment at DRW.

## Job Summary

The Administrative Assistant is the first impression to the agency, whether in-person at the front desk or via answering calls from individuals with service requests or our community partners. The Administrative Assistant plays an integral part of supporting staff at the office location they work from and across the agency. This position requires someone who is strong and independent, but very much a team player on the administrative team.

## Key Responsibilities

### 1. General Administrative (30%)

- Answer, screen, and route telephone calls, general voicemails, faxes, and email communications appropriately.
- Welcome and attend to guests; greet and direct incoming appointments to appropriate locations or facilitate walk-in intake.
- Keep the common areas tidy (reception area, copy rooms, conference rooms, and kitchen).
- Troubleshoot office equipment and call for support as needed.
- 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.
- Undertake other projects and tasks assigned.

### 2. Facilitate Pre-Intake Assessment (70%)

- Gather information from the caller regarding eligibility for DRW's services.
- Enter and assign request for assistance in system and route to appropriate intake.
- Provide referrals to appropriate resources when the caller is ineligible for DRW's advocacy assistance.

## Qualifications

### Required:

- High school diploma with 4 years administrative support experience; or equivalent combination of experience through related college classes and / or prior work applicable experiences.
- Experience in customer service phone skills (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 and people skills.
- Superior organization skills and dedication to completing projects in a timely manner.
- Experience / direct contact with persons of culturally diverse background and / or disabilities.

### Preferred:

- Bilingual in Spanish or Hmong
- Conflict resolution training
- Experience with advocacy for people with disabilities or other vulnerable populations and / or commitment to social justice issues.

## Benefits

Disability Rights Wisconsin places an unparalleled value on the well-being of our staff. The following benefits are offered for permanent employees who work 20+ hours per week:

- Health, Dental, and Vision Coverage
- Short-Term and Long-Term Disability Insurance
- Life Insurance
- 401(k) Retirement Plan with Employer Contribution
- Flex Spending Account
- Critical Illness Insurance
- Identity Theft
- Pet Insurance

Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays
- Sick and Personal Leave
- Vacation Pay
- Anniversary Pay
- Comp Time for Salaried Employees
- Volunteer and Voting Time off
- Bereavement Leave

Additionally, Employee Assistance Program (EAP); Commuter Choice; and Sabbatical Leave.

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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.