

INFORMATION COORDINATOR JOB DESCRIPTION

OUR MISSION: The YWCA of Lewiston–Clarkston is dedicated to empowering women, eliminating racism, and promoting peace, justice, freedom and dignity for all. It is committed to building a strong community by actively promoting the value of diversity and the right to a life free from violence, poverty, and oppression.

POSITION SUMMARY: Provide welcome and trauma-informed introduction to those entering the YWCA during business hours. Oversee YWCA office functions, communications processes, and provide administrative assistance. Maintain information support services to assist all programs in working together to meet the needs of clients, staff, programs, and agency efforts.

DUTIES AND RESPONSIBILITIES

AREAS OF PRIMARY RESPONSIBILITY

- Provide first contact with the public, in person and by phone.
- Complete opening and closing procedures in a timely manner, including monitoring the status of primary public areas.
- Donations - manage the donor/sponsor data base and ensure that all transactions are captured and acknowledged in a timely, accurate manner and that information is secure and easily retrievable.
- Communications – coordinate internal and public information sharing
 - Ensure all materials and postings reflect YWCA branding and properly incorporate YWCA logo.
 - Accurately maintain current mailing, donor, registration, and organizational membership databases.
 - Coordinate bulk mailing of YWCA newsletter and relevant mailing lists.
- Collect, share, and maintain information on community resources
 - Attend Inter-Agency meetings
 - Monitor print and online resource announcements
- Financial processes –
 - Keep all records and files current and accurate, including cash receipts journal and staff meeting minutes.
 - Assist with grant reconciling and processing of accounts payable.

DIRECT CLIENT SERVICES

- Provide crisis intervention in-person and by phone, using a trauma-informed approach.
- Make appropriate referrals (in-house and outside agencies) as needed to primary and secondary victims of crime and other individuals in crisis.
- Maintain absolute confidentiality regarding clients and services provided per mandatory reporting policy.

PROGRAM SUPPORT

- Maintain records required for grant compliance, statistical record keeping, and to measure program success.
- Communicate effectively with supervisor regarding weekly activities, roadblocks and successes.
- Participate on staff committees for events and activities.
- Attend all required staff meetings and trainings.

ORGANIZATION

- Commitment to the mission, values, and goals of the YWCA.
- Promote positive public relations and community understanding of program services and activities.
- Other duties as assigned to ensure agency success.

QUALIFICATIONS:

- Excellent listening and communication skills, both written and verbal.
- Ability to remain calm, make decisions, and use sound judgment under pressure, stress, and conflict.
- Excellent computer skills. Must be proficient with Excel, payment processing, data management. Knowledge of social media platforms preferred.
- Ability to work effectively with the public, volunteers, and staff.
- Ability to be self-directed and work as part of a team.
- High school diploma or equivalent plus four years relevant work experience.
- Hold valid driver's license and insurance.
- Must be able to lift 40 pounds.