



*“I stayed in a violent relationship for years because my children and I had no place else to go.”*

RESPOND has been working to end domestic violence and homelessness in our communities for 50 years! By joining our team as the Processor, you will be helping folks experiencing domestic violence find safe, affordable housing and a life free of abuse. RESPOND’s three tenets focus on our life changing **work**, our diverse **team**, and our commitment to **learning**.

The Processor’s **Work**:

Each day will be different as you work in a fast-paced, back-office setting, as part of a team that serves a diverse population of domestic violence survivors who seek safe, independent housing solutions. Your day may include:

- Completing and reviewing forms and applications
- Organizing applicant documents and records
- Preparing files for submission
- Assessing eligibility and determining housing and service needs based on contract criteria
- Auditing files for accuracy and pulling documents for review
- Helping a teammate out! Supporting a colleague or program in need of an extra set of hands

The **team** you will be working with:

- Folks who are new to the field, and veterans who have been in service for decades
- Experts in diverse fields including human services, non-profit management, and business
- Staffers who are committed to social services, social justice and the belief that housing is a human and fundamental right
- People who work hard and play hard. This work is tough, we bring our A-game every day. When we use our ample paid time off, you can find staffers with a diverse set of interests

What you will **learn**, model or teach:

- Extensive training—RESPOND will provide domestic violence related training in the orientation period, and on-going training and continuous professional development opportunities
- About the intersection of domestic violence intervention and homelessness prevention
- Be a part of making your neighborhoods accessible, diverse and a safe place to work, live and play
- Trauma informed services are the cornerstone of RESPOND services. Program participants are treated with dignity and respect
- Upward mobility—if you are looking for a career and not just a job, you are in the right place!

Your Knowledge, Skills and Attributes:

- Proven ability to manage multiple documents in multiple files
- Proficiency with Adobe, Microsoft suite, cloud-based payment processing, and other business applications
- Practice cultural sensitivity and ability to relate to persons of diverse backgrounds, such as the LGBTQ/T community and individuals with histories of substance abuse and/or mental health challenges and different ethnic and social backgrounds
- At least one year of administrative support or relevant experience working in a fast-paced office setting
- High School Diploma/HiSET/GED with 1-year equivalent work experience strongly preferred

RESPOND Compensation and Benefits include:

- Opportunity to join a new, start-up program and be part of the success from the get-go!
- Hourly pay of \$23.93 with opportunity for overtime at time and one half the hourly rate for work over 40 hours in one week
- Ample accrued paid time off: 3 weeks' vacation, 2 personal days, 12 sick days and 12 holidays
- 401k match of 3%
- Excellent health and dental insurance that is 80% paid by employer
- **Sign-on Bonus of \$500 at the five-month anniversary**
- Retention Bonus equal to **one week's pay** at the one-year anniversary
- No-cost 25k Life insurance policy
- Pre-tax flexible spending and transportation accounts
- Additional vision, life, and illness policies available at cost to employees

Interested? Let us know why you want to join the team as a Processor by sending a cover letter and resume to Desiree Headley at [hr \(at\) respondinc \(dot\) org](mailto:hr@respondinc.org) with the job title in the subject line.

RESPOND, Inc. is committed to building a culturally diverse staff that represents the populations we serve. RESPOND, Inc. celebrates diverse life experience and is proud to be an Equal Opportunity/Affirmative Action Employer (EEO/AA). Candidates who are bilingual/bicultural, of color, Native/Indigenous, with disabilities, who identify as LGBTQIA+, or who are members of other marginalized groups are strongly encouraged to apply.

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