Job Title	**VIP Office Administrator**
Program	**Violence Intervention Program**
Supervisor	**Violence Intervention Program Manager**
Classification	**Non-exempt**
Grade	**N-5**
Approved	**12/15/2025**

Job Purpose:
The VIP Office Administrator works with program teams that provide a variety of support services to victims of domestic violence, sexual assault, violent crimes. Responsibilities include organizing and coordinating office operations and procedures; preparing correspondence and office documents; data entry; determining client eligibility; creating rental agreements; managing program purchasing, program revenue, and expenditures; and assisting in the preparation of complicated documents, research, and grants.

Duties:
- Establish, organize, and maintain office operating procedures
- Administer material, equipment and program purchasing and procurement according to agency and funding sources requirements
- Determine eligibility for transitional housing and supportive services
- Work with landlords to create agreements on rentals, payment arrangements, and tenants' rights/responsibilities
- Collaborate with agency program staff and community organizations to promote client services
- Develop and monitor plans to address client short-term needs for services
- Track and maintain VIP program revenue and expenditures
- Complete program vouchering and billing
- Prepare and organize correspondence, reports, data and other documents for VIP
- Manage incoming calls and mail, and maintain incoming call rotation schedule
- Generate program purchase requests/orders, check requests, and reconcile program invoices
- Enter data entry into data bases and assist in Violence Intervention Program data management
- Collect, calculate value, and report in-kind donations
- Maintain fixed asset inventory and coordinate orders of supplies and materials
- Assist program staff with routine information technology and office equipment problems
- Act as the program contact with IT consultant
- Participate in weekly staff and case review meetings
- Complete all documentation and reports required for program compliance and measurement of performance targets
- Strictly uphold confidentiality of clients, employees, and agency business inside and outside the agency
- Perform other duties as assigned

Minimum Education and Experience:
High school diploma or GED/HSED required; Associate's degree in business administration desirable; two years of relevant experience in office and administrative work; strong skills in spreadsheet and database software, office organization, and interpersonal communication; valid, unrestricted New York State driver's license

Expected Skills:
Technical and service skills required by duties; client service orientation; accountability for results; teamwork; adaptability; reliability

Working Conditions:
Typical office environment and equipment; occasional local travel; work with clients in crisis