

Job Description Administrator My Red Light

Organization

Are you that administrator who:

- wants to be the point of contact for our tenants and wants to ensure that they can do their work optimally in a safe and pleasant environment?
- works proactively?
- has knowledge of the sex work sector and who encourages honest and safe sex work?
- can work independently but is also a team player?
- is available for at least 24 hours a week for work shifts?

Then My Red Light would like to get in touch with you!

What are we asking of you?

Your responsibilities

- **Renting rooms**
 - You answer questions from potential tenants by telephone, email and in person
 - You keep a tenancy schedule recording which tenant rents which room
 - You are proactive in renting out rooms to tenants
 - You receive payments and hand over keys
 - You check that the rooms are cleaned properly
- **Supervision and safety**
 - You conduct the initial interviews
 - You write a report on the initial interviews
 - You conduct supervisory walk-throughs
 - You identify undesirable behaviour and wrongdoing
 - You ensure that the house rules are observed
 - You deal with incidents
 - You are the first-line contact for enforcement and regulatory officials
- **Hospitality**
 - You ensure everyone feels welcome
 - You ensure the lounge is inviting and friendly
 - You are the first-line contact and face of the company
 - You ensure the laundry is done (towels, sheets)
 - You listen carefully and with concern
 - You refer tenants to the relevant authorities
 - You carry out minor repairs and arrange a handyman for maintenance chores

Skills

- **Language skills**
 - You speak good Dutch and/or English. If you are an anglophone, we expect you to have at least a passive understanding of the Dutch language. Knowledge of Spanish, Bulgarian and Romanian is an advantage.
 - You can write reports in Dutch or English

- **Computer skills**
 - Email
 - Keeping an Outlook Calendar
 - Excel (consulting and updating the tenancy schedule)
 - Word (preparing reports on initial interviews)
 - CMS experience is an advantage
- **Communication skills**
 - You are a good listener and can question in depth
 - You effectively respond to what is said during discussions
 - You also have the ability to perceive other people's emotions
 - You can talk clearly and politely to people about their behaviour
- **Written skills**
 - You know how to convert information from a discussion into a report
 - Basic typing skills
- **Social skills**
 - You are empathetic
 - You are approachable
 - You sense what is going on
 - You are respectful towards tenants, colleagues and other people
 - You are able to interact well with people of different cultures
- **Keeping a watchful eye**
 - You identify undesirable behaviour, breaches of the rules and wrongdoing
 - You recognise and make good judgements about health and wellbeing
 - You are assertive and can talk to people about undesirable behaviour
 - You are able to de-escalate conflict
 - You are naturally authoritative
 - You are independent and act confidently in undesirable situations

Competencies

- **Addressing behaviour**
Talks to others about the agreements that have been made on desirable behaviour
 - Indicates clearly what behaviour is expected from tenants under the house rules and the General Municipal Regulation (APV).
 - Talks to tenants about the behaviour that is expected of them under the house rules.
 - When necessary, helps tenants exhibit the agreed behavior.
- **Integrity**
Consistently maintains generally accepted norms in word and deed. Is approachable on this issue and talks to others about it.
 - Observes generally accepted norms and can be approached on this issue, also when under pressure.
 - Talks to others about observing the generally accepted norms of the organisation.
 - Handles personal and/or sensitive information with care.
 - Avoids conflicts of interest, and clarifies personal position and interests in (workplace) conflicts.
- **Customer focus**
Recognises and takes into account the needs and interests of tenants
 - Recognises the needs and interests of the tenants.
 - Takes into account the needs and interests of tenants.
 - Respects tenants' wishes and makes an effort to enquire into the needs and interests of the tenant.
 - Makes suggestions that expressly take the interests of the tenant into account.

- **Respectful and discreet**

Has due regard for others, communicates with tenants and colleagues as equals

- Handles personal and/or sensitive information about tenants and colleagues with care.
- Observes generally accepted social and ethical norms and can be approached on this issue, also when under pressure.
- Behaves in a way that takes account of others' feelings.
- Invests in good relationships.
- Actively seeks to arrive at a good solution together.
- Honours agreements.

- **Learning ability and personal development**

Adopts a critical approach to new situations and problems. Copes well.

- Quickly familiarises self with new material.
- Is open to receiving and giving feedback.
- Integrates new knowledge with existing knowledge.
- Learns from own mistakes.
- Immediately puts newly acquired insights and knowledge into practice.

- **Collaboration**

Commits self to achieving goals with others. Contributes to a combined result, also when this is not of direct personal interest.

- Contributes to a combined result, also when this is not of direct personal interest.
- Commits self to achieving goals with others.
- Passes on information that can be of interest to others in good time.
- Avails self of others' knowledge and expertise.

- **Quick switch**

Maintains concentration in a hectic working environment and performs work well.

- Reacts well to the unexpected.
- Acts effectively in a rapidly changing environment.
- Switches effortlessly from one subject to another.

What can you expect from My Red Light?

In the past years, many people and organizations have worked intensively to realize the start-up My Red Light. Now My Red Light may call itself the first in the world combination of a non-profit brothel and a social enterprise. Now My Red Light is entering a new phase as an organization: a phase of growing and expending what has already been build, with all the knowledge, knowhow and experience of the past years.

My Red Light is located in the dynamic Amsterdam Red Light District. My Red Light is established with the goal of being a safe workplace with, by and for sex workers. A place where sex workers are being empowered in their work and as a sex worker. Within My Red Light everyone is seen as a full-fledged organization member, both the team members and the tenants, and we therefore realize our goals together, each with its own focus.

We believe in the power of our employees and therefore place a great responsibility on you. Of course we also like to give something in return for that. That is why we offer a suitable salary, holiday pay and a suitable number of vacation days.

You work in a team with around 5 to 8 colleagues and you account to the team manager.

Are you interested?

How?

Send an email to info@myredlight.nl including:

-Your resume with a clear photo of you on it

-A short letter of motivation explaining why you see yourself working as a administrator, why you want to work within My Red Light and why you are suitable for the position of administrator.

Do you have questions about the vacancy before you want to apply?

Feel free to send an email to info@myredlight.nl