



Job Description

Missionary Care Coordinator

Status: Full-time

Reports to: Director of Missionary Services

The Missionary Care Coordinator works as a valued member of the Agape Flights Missionary Service team to implement and manage personalized service and communication with Agape Flights' Missionary Affiliates. The Coordinator will improve and energize Agape's current communication and service to missionaries with the goal to inspire, compel and care for their personalized service needs. S/he will exemplify Agape's Core Values of Service, Integrity, Excellence and Shared Purpose with a passion to deliver service with excellence and compassion.

Primary Responsibilities:

New Missionary Applications, Annual Affiliation Renewals and Thanksgiving Dinner Project, Shopping Program, and Personalized Missionary Communication: Works closely with the Director of Missionary Services to:

- Review and process missionary affiliation applications and accounts
- Maintains updated missionary contact information
- Coordinate and process all aspects of missionary shopping requests and special orders
- Coordinate and document the missionary annual renewal process
- Coordinate the annual Thanksgiving Dinner Project; tracking affiliate responses, confirmations, and eligibility requirements
- Personally responds to communication received from individual missionary affiliates
- Initiates a plan to individually communicate with, encourage, and pray for each one of Agape's missionary affiliates

Coordination and Collaboration:

- Supports the Missionary Services and Cargo Departments with administrative duties related to missionary communication and activities
- Collaborates and communicates with Accounting personnel related to missionary accounts
- Collaborates and closely communicates and works with Agape's Cargo Manager
- Communicates missionary affiliate contact updates and stories to Agape's Development team
- Maintains positive relationships with Agape staff members and volunteers

Other Duties:

Serves as an active participant on the Agape Flights' event team

Qualifications

Required:

Has a personal relationship with Jesus Christ and a passion to "Serve Christ by Serving His Missionaries"

Minimum of 1 year working in a non-profit or customer service field

Great interpersonal and communication skills

Is detailed oriented, highly organized with good time management skills

Brings well-honed computer skills – including experience with Microsoft Office suite – including Word, Excel, and Outlook

Associate's degree or professional certificate related to administrative assistant from an accredited program and/or a combination of professional experience in lieu of desired degree

Preferred experience:

As a missionary

A working knowledge of Microsoft Access database

Creole or Spanish language skills

Performance Characteristics

Is compelled by the love of Christ and the Agape Flights mission to serve missionaries

Is a strong independent worker who values team collaboration

Is thorough, accurate and organized, yet flexible

Is energized by the opportunity to assess, recommend, and implement positive processes

Interested applicants should email a cover letter and resume to HR@agapeflights.com

We thank you for your interest; only those selected for an interview will be contacted