



Job Description

Front Desk Administrative Assistant and Volunteer Coordinator

Status: Full-time with benefits

Reports to: Director of Development

Agape Flights is a Christian aviation ministry, delivering cargo, mail and humanitarian aid to 350+ missionary families in Haiti, the Dominican Republic and the Bahamas. In a world where resources are few and the infrastructure is sparse, Agape Flights' timely deliveries of mail and supplies are vital to sustain missionary families and their ministries. Agape Flights also delivers humanitarian aid and religious supplies to Cuba and expedites relief supplies during disasters and emergencies to our mission partners throughout the Caribbean.

The Front Desk Administrative Assistant/Volunteer Coordinator works as a valued member of the Agape Flights team and serves as a first point of contact for visitors, volunteers, donors, and missionary affiliates to answer phones, greet people, and answer questions about the organization. The Front Desk Assistant also serves as Agape's Volunteer Coordinator and assists with general office duties. 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:

- Greets all visitors and phone inquiries in a cordial and professional manner.
- Effectively communicates and delivers the best possible service to our missionaries, donors, cargo senders, and volunteers by assessing the caller's need, then immediately assists the caller or directs the call to the proper staff member.
- Delivers complete messages to the intended recipients and appropriately denotes interactions in CRM type database.
- Conducts tours for visitors and potential volunteers.
- Keeps the reception area neat and presentable.
- Oversees Agape's calendar and coordinates the organization's email account.
- Manages and cares for Agape's volunteer work force; communicates frequently and ensures they are well-placed and appreciated.
- Utilizes Agape's database to organize, store, and track volunteer information and assignments.
- Produces volunteer schedules for everyday activities, assigns responsibilities to the right people for special events, and coordinates teams of volunteers for special events and projects.
- Uses discretion and maintains confidentiality.
- Provides assistance with internal and external written correspondence.
- Assists with general office duties including data entry, word processing, and other duties as needed.

Qualifications

Required:

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

High School diploma and 3 years proven experience as an office or administrative assistant. Professional certificate related to administrative assistant from an accredited program and/or a combination of professional experience and some college is preferred. Ability to communicate in a positive, effective manner in person, on the phone, and by email.

Detailed oriented, organized with good time management skills, yet flexible during frequent interruptions.

Well-honed computer skills: including experience with CRM systems and Microsoft Office suite – Word, Excel, and Outlook.

Preferred experience:

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.