



## **Job Description**

### **Cargo Manager**

Status: Full-time

Reports to: Director of Missionary Services

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 Cargo Manager works as a valued member of the Agape Flights Missionary Services team to serve Missionary Affiliates with their mail and cargo needs. The Cargo Manager works alongside the Missionary Care Coordinator to process cargo with the highest level accuracy while building relationships with the Missionaries and caring for their personalized cargo 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:** Facilitate the transportation of all mail and cargo to the Missionary Affiliates; create necessary customs manifest paperwork for all flight cargo loads, assist with delivery of the annual Thanksgiving Dinner Project, and assist in creating a positive and caring environment for Missionary Communication.

Works closely with the Missionary Care Coordinator and the Director of Missionary Services to:

- Oversee the sorting of mail and cargo for missionary affiliates
- Receive and process of all cargo, both incoming and outgoing from missionaries, freight services and other customers
- Assist with certain aspects of missionary shopping requests and special orders
- Advise affiliates regarding transportation schedules and cargo contents for shipment of their items and assists in resolving customer service issues regarding cargo/mail inquires
- Assist Flight Operations with cargo loading and distribution of weight in the aircraft
- Maintain excellent records of goods received, stored and shipped in the Box database
- Assemble pallets, containers and crates used to transport cargo
- Process all customs necessary for weekly flights such as forms and field questions for incoming and outgoing cargo and mail
- Prepare flight manifests recording all cargo and mail items and distribute data as required
- Supervision of volunteers in the cargo area to ensure proper procedures and processing occur
- Maintain excellent customer service via all channels of communication
- Other duties as assigned by the supervisor

### **Coordination and Collaboration:**

- Supports Missionary Services with administrative duties related to missionary cargo communication and activities
- Collaborates and communicates with Accounting personnel related to missionary accounts and cargo
- Collaborates and closely communicates and works with Agape's Missionary Care Coordinator
- Maintains positive relationships with Agape staff members and volunteers

### **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

Excellent 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 inventory management 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 [Darin.Martin@agapeflights.com](mailto:Darin.Martin@agapeflights.com)*

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