



International Liaison & Administrative Support - New Hire

Employment	Full time
Reports To	International Program Team Lead Cori Crawford Van Oss (https://solomon.reliant.org/display/~cori.crawfordvanoss@reliant.org)

Job Summary

Reliant Mission is hiring for an Administrative Support Role. The primary responsibility is International Liaison which is first point of contact for US workers who serve internationally. The Liaison is responsible for employment support, furlough tracking, timely and friendly communication, and the coordination of trouble shooting for staff needs. The secondary role is Administrative Support for the International Program Lead.

The ideal candidate would be a Christian who is skilled at meeting deadlines, receiving information and requests with friendly efficiency, and effectively managing time and tasks in a complex information environment. This person needs to enjoy potential complexities and be a motivated self-starter who works well on their own and with others.

Effective oral and written communication skills are helpful, along with strong interpersonal skills. Organizational and tracking is done on-line, so computer literacy in task management systems, Microsoft Word, Excel, Outlook, and Google sheets are requirements. Working knowledge of databases, querying and mail merge/piping are also a plus.

Responsibilities:

International Liaison

- - First response to missionary questions related to employment issues
 - Maintain, improve and train missionaries in using International Support Goals and Bonus tools
 - Process salaries, support goals, employment changes and bonuses
 - Process annual evaluations
 - Guide missionaries through paperwork and documentation
 - Track Furloughs
 - Provide support during fund-raising Launch Week
 - Track Communication, Timelines and Deadlines for actions related to Employment (e.g. Hires, exits, and Standards of Performance)
 - Data Entry Support
 - Development of Tools and communication for International Workers
 - Support communication with initial fundraisers
 - Track support health of international missionaries

Administrative support for International Team Lead

- - Query and Data Compilation
 - Refinement and processing of HR systems
 - Upkeep and creation of new forms and documents
 - General Documentation and Processing
 - Scheduling: Calendaring and Communication Support
 - Credit Card and Reimbursement Preparation

Staff and Admin

- - Attend assigned staff or team meetings.
 - Submit reports or paperwork as required.
 - General Missionary Support
 - Phone call response to missionaries
 - Customer support
 - Data Entry support

Job Specifications:

1. A profession of faith in Jesus Christ.

2. Agrees with Reliant's Statement of Faith and Reliant's core values.
3. Tracking Deadlines, Scheduling Actions and Follow Through
4. Ability to communicate effectively in writing and speech
5. Ability to Understand and support Information Processes
6. Ability to recognize mathematical errors, adjust formulas in spreadsheets, formatting
7. Ability to execute project plans
8. Database - ability to run queries and prepare reports
9. Experience with Software for Office and Task Management with ability to learn new technology quickly
 - Google Applications (Docs, Spreadsheets, Forms)
 - Asana Task Management
 - Calendly
 - Voip Applications
 - Outlook Calendaring & Microsoft Office Applications - Word, Excel, Outlook
 - Database experience - (especially Blackbaud CRM)

Reporting Relationships:

1. Reports to the International Program Team Lead
2. Works directly with leadership of all Program Teams serving internationally.
3. Works closely with all members of the Program Teams, especially other missionary liaisons, as well as the Employment Services Department
4. Interacts with Reliant missionaries and office staff.