



# International Missionary Liaison Job Description - Summer 2021

<b>Employment</b>	Full time
<b>Reports To</b>	International Program Team Lead  Cori Crawford Van Oss ( <a href="https://solomon.reliant.org/display/~cori.crawfordvanoss@reliant.org">https://solomon.reliant.org/display/~cori.crawfordvanoss@reliant.org</a> )

## Job Summary

Reliant Mission is hiring an administrative support coordinator for the International Program Team. The primary responsibility is "Liaison," the first point of contact for Reliant missionaries actively serving and preparing to serve internationally. The International Liaison is responsible for missionary employment support, timely and friendly communication, tracking deadlines and furlough, and general administrative duties related to working with the International Team.

The ideal candidate would be a Christian 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 independently and with others. Effective oral and written communication skills are helpful, along with strong interpersonal skills. Organization and tracking are done online, so computer literacy in task management systems, Microsoft Word, Excel, Outlook, and Google sheets is required. Working knowledge of databases, querying, and mail merge /piping is also a plus. Experience working in an international ministry setting is beneficial.

The ideal candidate would be located in Orlando, FL. However, there is openness to the person filling this role living/working from a remote location.

## Responsibilities:

### International Liaison

Employment Processes

- First point of contact for missionary questions related to employment issues
- Maintain, improve and train missionaries using existing salary and employment tools
- Process salaries, support goals, employment changes, and bonuses
- Process annual evaluations for our international missionaries
- Guide missionaries through on-boarding, paperwork, and documentation
- Track and manage missionary furloughs
- Provide help/support during new staff orientation
- Track communication, timelines, and deadlines for actions related to employment (e.g., hires, exits, and standards of performance)
- Data entry support (travel notifications, contact information updates, etc.)
- Manage the logistics (tracking and communication) of mandatory annual education for international missionaries
- Track and communicate benchmarks for international missionaries from initial fundraising to their release to assignment
- Approve monthly Project Fundraising transfers

#### Partnership Processes

- Support the documentation of Reliant's international partners
- Provide support for partner supervisors during the annual evaluation process for international missionaries
- Support the development of initial support goals (budgets) for international missionaries
- Provide partner supervisors with instruction and tools for necessary approvals.

#### International Team

- Participate in updating processes and innovations
- Help to provide guidance to any administrative part-time workers on the International Program Team
- Document processes on Solomon (Reliant's internal wiki)

### **Staff and Admin**

- Attend assigned staff or team meetings
- Submit reports or paperwork as required
- General missionary support (across all of Reliant) when needed
  - 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 the ability to learn new technology quickly
  - Google Applications (Docs, Spreadsheets, Forms)
  - Asana Task Management
  - Calendly
  - Virtual Meeting Software (Teams, Zoom, etc.)
  - 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 the 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.