

International Program Liaison - Job Description

FLSA	Non-Exempt
Employment	Full time
Reports To	International Program Administrator

Job Summary

The primary responsibility is "Liaison," the first point of contact for Reliant workers actively serving and preparing to serve internationally. The International Liaison is responsible for international worker employment support, timely and friendly communication, tracking deadlines and furlough, and general administrative duties related to working with the International Team.

Job Responsibilities:

On-Boarding Processes

- Maintain existing salary and employment tools, use them to train staff, and ensure the tools are useful and effective.
- Process salaries, support goals, employment changes, and allowances
- Guide international workers through onboarding, paperwork, and documentation
- Provide help/support during MTD Training

On-Field Communication

- Be the first point of contact for international worker questions related to employment issues
- Track communication, timelines, and deadlines for actions related to employment (e.g., hires, exits, and standards of performance)
- Support the ongoing updates of support goals (budgets) for international workers
- Provide partner supervisors with an understanding of field staff tools and necessary approvals
- Assist partners with grants and various forms

Communication with Employment Services

- Communicate with Central teams (finance, HR, gift processing, technology, etc.) on behalf of the missionaries and International team
- Respond to missionaries with clear, plain, and simple communication regarding information from other Central teams

Crisis Management Support

- Work closely with the Field Operations Manager and the Crisis Manager to record all decisions for legal purposes
- Provide logistical support for operations
- Make financial requests (grants, reimbursement, etc) when necessary
- Organize schedules for each ICMT meeting
- Monitor each crisis as it goes through the workflow to help it continue to move through the process and make sure the documentation is continuing to be updated properly
- Check the ICMT email inbox on a daily basis.

MTD Support

- Support the MTD Lead during trainings.
- Coach 1-2 Reliant International workers through their pre-field MTD at a time.

Support the Growth of the International Team

- Collaborate and participate in Reliant International Team initiatives
- Be available to the international team to provide administrative assistance (Note-taking, processes, admin)
- Be proactive in down seasons to help international team leadership
- Participate in updating processes and innovations
- Document processes on Solomon (Reliant's internal wiki)

Other Job Aspects

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

Other Knowledge, Skills & Abilities / Tools

1. Google Applications (Docs, Spreadsheets, Forms)
2. Calendly
3. Virtual Meeting Software (Teams, Zoom, etc.)
4. Outlook Calendaring & Microsoft Office Applications (Word, Excel, Outlook)
5. Database experience (especially Blackbaud CRM)

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

Reporting Relationships:

1. Reports to the International Program Administrator
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.

All Reliant Office Employees must:

1. Have a profession of faith in Jesus Christ
2. Affirm Reliant's Statement of Faith, Core Values, and Central Leadership Principles
3. Agree with Reliant's Code of Conduct

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.