

US Program Liaison

FLSA	Non-Exempt
Employment	40 hr / Full-Time
Manages	N/A
Reports To	US Program Team Lead

Job Summary

Reliant Central is hiring a full-time US Liaison to work with our US-based field staff and partners. This role can work fully remotely and will provide administrative support to the US missionary setup/exit process, including scheduling, correspondence, handling confidential personnel information, streamlining processes, and interacting with Reliant applicants, missionaries, ministry leaders, and office staff. The US Liaison will also be the primary point of contact for US-based missionaries within Reliant, handling any employment questions they might have by interfacing with our internal process teams.

The ideal candidate would be a Christian who is skilled at interpersonal communication. This person must effectively manage their time and tasks in a complex information environment. They should enjoy organizing potential complexities and be motivated self-starters who work well on their own and with others. Effective oral and written communication skills and computer literacy are needed, specifically in Microsoft Word, Outlook, and Google sheets. Working knowledge of databases, querying, and information organization is also a plus.

Responsibilities & Duties

1. US Liaison

1. First response to US field staff questions and issues
 - a. Guide missionaries through paperwork and documentation
 - b. Maintain, improve and train US field staff in using Reliant's support tools (Toolbox, Staffnet, Solomon, etc)
2. Proactively communicate and execute objectives with US Field Staff.
 - a. Gather needed information or documentation
 - b. Communicate important financial or employment information
3. Work with Church/Ministry Partners
 - a. Schedule needed meetings with US Program Team
 - b. Communicate and discern information as needed for field staff
 - c. Obtain approval for employment needs (e.g. to pay a bonus, change a salary, etc)
4. Serve as a liaison between US Field staff and Central staff (finance, ES, gift processing, technology, etc)
5. Serve as a liaison between the remote US Program Team and the greater Reliant Central staff.

2. Administrative Support for US Program Team

1. Scheduling Support
2. General Documentation and Processing
3. Credit Card and Reimbursement Preparation
4. Requesting Internal Transfers, Bonuses, Reimbursements, and Salary Advances for US Field Staff.

3. Onboarding for US Field Staff

1. Assist Program Administrator in overseeing & tracking US applicants moving through the assessment process toward a hiring decision/training.
2. Communicate with US applicants regarding questions about their applications/the application process
3. Assist in scheduling hiring decisions for the Assessment Team
4. Assist in communication of offer information to accepted applicants through Assessment Hub and phone calls
5. Collaborate with process teams to onboard (fund account creation, etc.)

4. Training Support

1. Prepare and send training information to participants
2. Communicate with training participants as needed, including answering questions and sending conference information
3. Process training event registrations to include preparing reports, inviting staff, and ensuring that participants have registered for events as appropriate
4. Set up and help run online trainings
5. Support events by being onsite during events to ensure logistics run smoothly and field staff feel cared for throughout the week

5. Staff and Admin

1. Attend assigned staff or team meetings.
2. Submit reports or paperwork as required.
3. General Field Staff HR responsibilities (answering calls, etc).

Job Specifications:

1. A profession of faith in Jesus Christ.
2. Agrees with Reliant's Statement of Faith and Reliant's core values.
3. Strong Communication skills - written and oral
4. Tracking Deadlines, Scheduling Actions and Follow Through
5. Documentation with Clarity - technical writing and communication aptitude
6. Ability to Understand and support Information Processes
7. Ability to execute project plans
8. Experience with Software for Office and Task Management with ability to learn new technology quickly
 - a. Google Applications (Docs, Spreadsheets, Forms)
 - b. Outlook Calendaring
 - c. Microsoft Office Applications - Word, Excel, Outlook

Reporting Relationships

1. Reports to the US Program Team Lead
2. Works closely with all members of the US Program Team and Central Staff.
3. Interacts often with Reliant US field staff and church/ministry leaders.

All Reliant Central 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.