

Job Description

Volunteer Services & Office Coordinator

Status: Full-time with benefits, Exempt

Reports to: Director of Donor Engagement

Salary range: \$38,000-\$46,000



Agape Flights is a Christian aviation ministry, delivering cargo, mail and humanitarian aid to hundreds of 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 Volunteer Services & Office Coordinator works as a valued member of the Agape Flights team and serves as a first point of contact for visitors, volunteers, donors, and missionary affiliates to answer phones, greet people, and answer questions about the organization. S/he will exemplify Agape's Core Values of Service, Integrity, Excellence and Shared Purpose. **This is a full-time, in-office position.**

Primary Responsibilities:

- Greet all visitors and phone inquiries in a cordial and professional manner.
- Responsible for multi-line phone system, including phone system operation, voicemail set up and message retrieval, and communication with phone vendor when required.
- Effectively communicates and delivers the best possible service to our missionaries, donors, cargo senders, vendors, and volunteers by assessing the need, then providing immediate assistance and/or directs to the proper staff member.
- Delivers complete messages to the intended recipients.
- Reviews and forwards email messages from info@agapeflights.com to correct staff/department recipients.
- Conducts tours for visitors and potential volunteers.
- Keeps the reception area and volunteer breakroom neat and presentable.
- Manages and cares for Agape's volunteer work force; communicates frequently and ensures they are well-placed and appreciated. This includes but is not limited to: recruiting, onboarding, background checks, training and scheduling new volunteers.
- Utilizes Agape's database to create new volunteer records, organize, store, and track volunteer information, hours, significant interactions and assignments, maintain photo library of volunteers.
- Produces volunteer schedules for everyday activities, assigns responsibilities to appropriate people for special events, and coordinates teams of volunteers for special events and projects.
- Coordinates all aspects of volunteer appreciation events including theme planning, budget estimates, supplies, decorating, menu planning, presentation, and event hosting in conjunction with the Director of Donor Engagement. Also sends greeting cards for birthdays, get well, thank you, sympathy, etc.
- Uses discretion and maintains confidentiality.
- Serves on ad hoc committee and performs other assignments as directed.

Qualifications and Demonstratable Experience include:

Required:

- A personal relationship with Jesus Christ and a passion to "Serve Christ by Serving His Missionaries".
- High School diploma and 3 years proven experience as an office or administrative assistant. Professional certificate related to administrative assistant from an accredited program and/or a combination of professional experience and some college is preferred.
- Volunteer and/or event coordination.
- Ability to communicate in a positive, polite and effective manner in person, on the phone, and by email.
- Detailed oriented, organized with good time management skills, yet flexible during frequent interruptions.
- Well-honed computer skills: including experience with CRM systems and Microsoft Office suite – Word, Excel, and Outlook.
- 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.

Preferred experience:

- Creole or Spanish language skills