

## Job Description

### Missionary Care Coordinator

Status: Full-time with benefits, exempt (salary range: 38K -47K)

Reports to: Director of Missionary Services



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 expedites relief supplies to its mission partners during disasters and delivers humanitarian aid to Cuba as regulations allow.

The Missionary Care Coordinator serves as a valued member of the Agape Flights Missionary Service team to implement and manage personalized service and communication with Agape Flights' Missionary Affiliates. The Coordinator will improve and energize Agape's current communication and service to missionaries with the goal to inspire, compel and care for their personalized service needs. S/he will exemplify Agape's Core Values of Service, Integrity, Excellence and Shared Purpose.

#### Primary Responsibilities

Works closely with the Director of Missionary Services and Director of Cargo & Logistics to:

- Review affiliate applications with Director of Missionary Services.
- Process opening and closing of preapproved missionary affiliation accounts.
- Maintain and update missionary contact information.
- Coordinate and process all aspects of missionary shopping requests, special orders and procurement opportunities.
- Assist with all aspects of donated goods including receipt and fulfilling missionary requests.
- Update changes associated with the missionary affiliate annual renewal process.
- Support the annual Thanksgiving Dinner Project; tracking affiliate responses, confirmations, and eligibility requirements.
- Personally respond to communication received from individual missionary affiliates.
- Support the Director of Missionary Services and Director of Cargo & Logistics with duties related to missionary communication and activities, including the ability to process cargo related flight paperwork.
- Collaborate and communicate with Financial Services personnel related to missionary accounts.
- Communicate missionary affiliate contact updates and stories to Agape's Director of Communications.
- Maintain positive relationships with Agape staff members and volunteers.

#### Qualifications and Demonstrable Experience

Required:

- Has a personal relationship with Jesus Christ and is compelled by His love to serve missionaries with passion, integrity, and commitment
- Minimum of 1 year working in a non-profit or customer service field
- Excellent interpersonal and communication skills
- Is detailed oriented, highly organized with good time management skills
- Physically active and able to lift 50 pounds
- Technology savvy – proficient in Microsoft Office suite including Excel and Outlook, and navigating social media
- Associate's degree or professional certificate related to administrative assistant from an accredited program and/or a combination of professional experience in lieu of desired degree
- Is a strong independent worker who values team collaboration
- Is thorough, accurate and organized, yet flexible

Preferred:

- Missionary experience
- A working knowledge of Microsoft Access database
- Creole or Spanish language skills