

## **Administrative Assistant Advancement Services & Church Engagement**

Mission Aviation Fellowship (MAF), a Christian nonprofit mission organization founded in 1945, is seeking people who share our desire to see isolated people changed by the love of Christ. MAF operates globally, with its headquarters located in Nampa, Idaho. MAF's core values are: we follow Jesus, we serve together, we commit to a higher standard, and we value each other. This position is a vital part in serving together to bring help, hope, and healing through aviation.

### **A Brief Overview**

This role provides administrative support to Advancement Services and Church Engagement priorities and other departments within Advancement Services Division, as an essential part of the work of MAF so that the Gospel is proclaimed and God's Kingdom is extended.

This position requires an active commitment to the mission, values, and doctrinal stance of MAF. In the course of performing job duties, the employee will act in a manner that is Christ-honoring as well as Christ-like, demonstrating a personal Christian faith and witness in all interpersonal interactions. In addition, the employee must be willing to assist with other projects and duties as assigned by their manager.

### **Essential Duties**

- 20% Administrative Support
  - Provides general clerical support to the Directors, such as printing, mailings, report generation and distribution, proofreading, and filing.
  - Responds to Tasks and Cases in Salesforce as assigned.
  - Maintains division/department calendars for meetings, appointments, travel, vacations, on-call rotation, etc., and organizes division/department functions and events.
  - Schedules meetings and reserves conference rooms, and takes notes at meetings.
  - Assists with purchases, travel arrangements, and conference scheduling.
  - Helps maintain division Intranet information.
  - Oversees division area and office supplies.
  - Coordinates use of volunteers, as needed.
  - Support a team-based administrative model in which a Ministry Advancement Administrative Coordinator facilitates workload distribution, assists in prioritization, and may reassign or request support on tasks to ensure seamless coverage across divisions and directors.
- 30% Support/Back-up Donor Services and Gift Processing
  - Provides backup for incoming phone calls to ensure incoming phone calls are appropriately covered including, but not limited to, processing recurring gift changes and cancellations, updating address and contact information, processing one-time gifts, and handling requests for receipt reprints.
  - Learns and uses CRM software to create and maintain donor records.
  - Prepares reprints of annual statements as requested.
  - Responds to donor services emails, CRM cases, and tasks as requested by Lead Donor Support Specialist
  - Processes return mail as needed, including NDA/ACQ removal requests.
  - Assists with opening, sorting, scanning, verifying mail as needed during peak times.
- 5% Donor Systems Support
  - Assists with report delivery of standing reports as indicated by Director.
  - Manages Teamwork Desk, monitoring solved tickets and tickets waiting for customer response.
  - Records and organizes requests for Donor Systems assistance.
- 35% Advocate Department Support
  - Activates, deactivates and renews advocate commitments, which includes completing acceptance tasks, sending welcome packet Salesforce set up and maintenance on accounts.
  - Reviews, assigns, or completes workflow requests to managers as requests needed.

- Follows up on assigned workflows and takes action as needed as it relates to ministry opportunity reports and resource orders.
- Assists with the VR church experience as it relates to Salesforce, which includes creating event campaigns and managing event registrations.
- Assists as needed with Advocate or Church Engagement-specific events held at HQ, such as Pastor's Gathering (Nampa) and Advocate Summit. This may include food planning, catering, housing, decorations, printing, and other tasks as needed.
- 10% Other Division Duties
  - Receives division/department visitors and provides assistance.
  - Assists with review, editing, and creation of division SOPs.
  - Assists with division/department purchases: researches pricing, orders and maintains supplies, reviews invoices.
  - Other duties as assigned by Director or Manager of each department.

### **Qualifications**

- High School Diploma/GED is required, or equivalent combination of education and experience.
- Some college with business course work preferred.
- 2 years administrative experience, preferably in a non-profit setting required.

### **Skills**

- Advanced skill in filing, organizing, and record-keeping.
- Advanced skill in accurate keyboarding
- Intermediate skill in Microsoft Excel, Outlook, SharePoint, and Word
- Intermediate skill in Salesforce CRM or ability in developing expertise in new software

### **Competencies**

- Organizes information or materials for others.
- Develops and uses systems to organize and keep track of information or work progress.
- Is detail-oriented and enters data accurately.
- Organizes ideas clearly in oral speech, expresses ideas clearly and concisely in writing.
- Has courteous, efficient phone manner
- Communicates with tact and confidentiality.
- Establishes workload priorities and consistently follows through with on-time completion.
- Is energized by excellence, high quality, and new ideas/projects.
- Has strong people skills?

### **Physical Requirements**

- Frequently sitting, reaching, and standing
- Occasionally walking, stooping, kneeling, and crouching
- Frequently lifting, carrying, pushing, and pulling of up to 50 lbs.

### **Starting Pay Range**

\$20.58 to \$24.01 hourly DOE

MAF is committed to paying our team members competitively to the industry market and to being a market leader in benefits and work/life balance programs. Consistent with our value..." We commit to a high standard," MAF's Total Rewards Philosophy is designed to maintain and improve our market competitiveness in the NGO sector to attract and retain our most critical resource - our people.

MAF is committed to creating and maintaining a work environment free from any form of unlawful discrimination or harassment. As a faith-based religious organization pursuant to the Civil Rights Act of 1964, Section 702 (42 USC @2000e), MAF has the right to and does solely hire candidates who agree with

our Statement of Faith and agree to abide by our Standards of Conduct.

MAF expects all MAF staff to comply with its Safeguarding Policy. This includes proper moral and ethical conduct towards all children and vulnerable adults, in all circumstances and in all relationships. In addition, all MAF staff have a responsibility to seek to prevent any form of abuse, to raise any ongoing concerns, and to report any harm, abuse, or neglect to children or vulnerable adults, discovered or reasonably suspected. Violations of this policy will be subject to corrective action up to and including termination of employment.

MAF seeks to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for personal and professional growth and development. We will make reasonable accommodation for qualified individuals with known disabilities, unless doing so would result in undue hardship to the organization.