

Department Manager, Office Services

Mission Aviation Fellowship (MAF), a Christian nonprofit 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

Department Manager, Office Services is responsible for planning, organizing, and supervising the functions within Office Services to ensure seamless operations. This role focuses on maintaining efficient methods for mailing and managing vendor relationships to optimize cost savings and service quality, 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

- Leadership
 - Oversees department staff.
 - Provides direction, guidance, and accountability to staff, volunteers, and contracted services under direct supervision.
 - Promotes teamwork, cooperation, motivation, and encourages attitudes of customer service and productivity.
 - Provides adequate training and coaching so that staff perform duties to their fullest potential; oversees the maintenance of current training manuals for staff.
 - Prepares and conducts annual performance reviews and partners with each employee under direct supervision to establish goals and complete work plans while encouraging staff to develop to their full potential, setting goals for the next performance period.
 - Oversees staff schedule (e.g. furlough, vacation, sick leave, personal)
 - Works with staff to resolve conflict and acts as initial contact for grievances, workplace issues and worker injury matters.
 - Works with Human Resources on staff issues, including discipline and termination decisions, and develops an understanding of human resource practices and policies.
 - Ensures staff job descriptions are current and assists in interviewing and recommending candidates as new staff members in Department's open positions, as needed.
- Office Services Administration
 - Researches, plans, and utilizes the most economical and efficient methods for MAF's mailing.
 - Coordinates in planning various mailings and printings with other departments
 - Keeps up-to-date and complies with postal and carrier policies.
 - Maintains all accounts with vendors, suppliers, and mail carriers including solving vendor delivery and billing problems.
 - Maintains an adequate inventory of printing, mail and central supplies.
 - Develops an in-depth understanding of the software for mail, print, and finance, as it pertains to Office Services functions.
 - Monitors and bills all postage and printing charges.
 - Plans, documents, and communicates all mail and print procedures and other documentation.
- Ensures a high standard of customer service and response in Office Services
 - Monitors customer expectations and takes initiative to get feedback on levels of customer satisfaction.
 - Interacts professionally, courteously, and comfortably with customers at all levels of seniority in a face to face situation.

- Directs investigations into any customer complaints and works with Office Services staff to correct deficiencies in customer service.
- Analyzes and solves problems with innovative, creative solutions.
- Serves as liaison external vendors.
 - Works with local postal authorities, vendor technicians, salespeople, and contracted service providers
 - Manages third party vendors in terms of quality of deliverables, costs, and overall efficiencies to maximize cost savings to MAF.
 - Ensures the continued delivery of quality products and services.
 - Maintains e-mail and mailing lists of external contacts and vendors.
- Negotiates contracted lease and service accounts.
 - Stays informed of industry trends.
 - Selects, supervises, and obtains cost estimates from outside vendors.
 - Performs cost/benefit analysis from different vendors in determining contracted services and equipment.
- Assists Office Services Personnel
 - Provides departmental back-up assistance in times of heavy workload, vacations, or illnesses to ensure consistent department functioning.

Qualifications

- Bachelor's degree in business or a related field required or equivalent combination of education and experience.
- 2 years experience in a mail or print field.
- 3 years supervisory experience
- Or 3 years working within MAF's Office Services department.

Skills

- Intermediate knowledge/understanding of copy, print, and mail equipment and software.
- Intermediate ability in managing and maintaining complex office services equipment.
- Intermediate skill in Microsoft Office Suite
- Intermediate skill in standard printing software

Competencies

- Detail-oriented
- Expresses ideas clearly and concisely orally and in writing
- Establishes workload priorities and consistently follows through with on time completion.
- Effectively handles several problems or tasks at once.
- Proficient at learning new industry, company, product or technical knowledge/skill and keeps informed about cutting-edge technology in his/her technical area.
- Effectively makes a systematic comparison of two or more alternatives.
- Has an in-depth understanding of competitive products and services within the marketplace?
- Able to work independently and identifies what needs to be done.

Physical Requirements

- Frequently standing and sitting
- Occasionally climbing, balancing, stooping, kneeling, crouching, reaching, crawling, and exposure to noise and hazards
- Occasionally lifting, pulling, pushing, and carrying up to 75 lbs.

Travel Requirements

- Valid Driver's license required for driving to the post office to pick up and deliver mail/packages. Must be 21 years old or older to operate MAF's mail van.

Starting Pay Range
\$25.49 to \$29.73 per hour

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.