#### IFES International Services—USA Office

Operations Support

Position Description

*Updated 8/28/2020*

### To advance the purpose of the IFES International Services—USA Office (IFES/USA), Office Operations Support will assist with implementation of the vision and mission of IFES/USA, working under the direction of the Operations Manager and in collaboration with the Director of Finance and Operations and other IFES/USA staff, to provide administrative and logistical support for the staff and projects. This is a part-time position (15-20 hours per week).

# MAJOR RESPONSIBILITIES

#### PERSONAL

* Be a maturing disciple of Jesus Christ
* Demonstrate a commitment to IFES/USA vision, mission, and objectives

#### Office Operations Assistance

* Provide administrative support to the Operations Manager in the execution of general office operations and processes, and in special projects as assigned
* Develop reports as needed
* Provide research support to Operations Manager as needed
* Take and transcribe notes and provide reports for Operations Department meetings
* Provide Dashboard prep for staff meetings
* Learn and become proficient with computer hardware and software applications in use
* Oversee office email account
* Pick up and process incoming mail on days you are in the office
* Maintain BRM permit balances and Post Office box renewal fees
* Enter invoices into Accounts Payable log, scan, and save in folders
* Maintain paper and electronic files
* Maintain inventory of common office supplies, re-ordering as needed and per staff requests
* Assist with mailings (printing, folding, stuffing, stamping, and delivery to Postal Service) as needed
* Assist with donation entry and database maintenance as needed
* Maintain current office procedures documentation for Operations Support tasks

#### accounting Assistance

* Provide support to the Director of Finance and Operations in the execution of general accounting tasks, and in special projects as assigned
* Process invoices for payment
* Enter logged AP items into accounting software
* Import approved donations to accounting software
* Assist with month-end financial pieces, including
* Process cash and credit card expense reports
* Enter bank interest, depreciation, and transfers
* Help reconcile non-donation bank activity

# FUND DEVELOPMENT AND PUBLIC RELATIONS

* As required, raise a portion of salary in an amount or percentage agreed upon with the Executive Director
* Interact with constituents via email and phone as needed
* Communicate regularly with current and potential donors, churches, prayer support team members, friends, and family regarding ministry with IFES/USA

# QUALIFICATIONS

* Annually affirm employment agreements including IFES’s Statement of Faith, ethics policy, and others as needed
* Ability to handle sensitive information in a confidential manner
* Excellent oral and written communication, language skills
* Cross-cultural sensitivity
* Proficiency in Microsoft Office products and willingness to learn other computer hardware and software applications as needed
* Accounting aptitude
* Eagerness and ability to monitor and manage a wide variety of simultaneous responsibilities and work under pressure of deadlines
* Eagerness to learn, expand skills, and welcome broad-ranging, changing tasks
* Ability to take initiative and work independently with a minimal amount of direct supervision
* Strong customer service skills
* Prior or current exposure or experience with IFES or InterVarsity preferred
* Bachelor’s degree or equivalent education or experience preferred
* Available to travel for business to local and out-of-town meetings (including international) occasionally, as needed
* Willingness to raise a mutually-agreed-upon amount of personal support, as required