



Grace at the Fray

## **Operations Assistant for Mission Agency** **Full-Time Job Opening in Jenkintown, PA**

Serge is a non-profit, mission-sending agency dedicated to sharing the gospel of Jesus Christ and bringing positive transformation to communities worldwide. We're seeking a full-time Operations Assistant to join the Operations department in the home office. This department helps ensure our sustainability and supports the overall cohesiveness, function, and collaboration of all our home office departments. The Operations Assistant will perform administrative functions for Home Office operations related to customer service, facilities, supplies, hospitality, and technology. Full-time hours are 32 per week with benefits. If you have a passion to advance the Gospel and the expertise for this key role, we invite you to apply. Qualified applicants will have experience in administration, computer systems and software, data entry, and hospitality.

### **Responsibilities**

- Provides and directs office-front communications via the web and in person
- Maintains and oversees common and storage areas to ensure organization, functionality, and professionalism
- Controls office supply inventory
- Coordinates incoming and outgoing mail/packages and maintains effective mail/shipping vendor relations
- Maintains servicing of office equipment, performs trouble-shooting, monitors service contracts, and ensures accurate and timely invoice payments
- Serves as liaison between property manager, facilities, and employees
- Assists with office orientation, office setup, and tech-related tasks for on-boarding and off-boarding employees
- Assists with administration of digital platforms, including user management in Google Workspace, coordinating acquisition and servicing of computers, and user management in Serge's learning management system
- Performs data entry, data maintenance, and customer service tasks in Salesforce
- Runs Zoom meetings and serves as recording secretary for meetings as needed
- Provides logistical support to implementation of home office events, including assisting with catering, volunteers, hotel/rental reservations, and securing childcare
- Assists with communications tasks, including compiling weekly summary of prayer needs from the field, monitoring supply of general Serge print materials and stationery, and coordinating printing/mailing of holiday season mailings as requested by missionaries

### **Requirements**

- A personal relationship with Jesus Christ and genuine desire to work in a dynamic, mission-driven environment, applying one's knowledge, skills, and abilities to advance the Gospel.
- Demonstrates commitment to Serge Vision, Mission and Values.
- Exhibits grace and exercises discretion in all interactions and possesses strong interpersonal skills with an ability to engage, support, and communicate effectively.
- Bachelor's degree or equivalent experience in a related field.
- Two to three years experience in administration.
- Proficient with MS and MAC OS, web browsers, Google products and other web-based software.
- Experience with Salesforce or equivalent database a plus
- Demonstrates high-level interpersonal skills in handling sensitive and confidential situations and building and maintaining effective relationships at all levels of the organization.
- Excellent time management skills, solid organizational techniques, and high attention to detail.
- Ability to multitask, change priorities, and meet deadlines in a static environment.

**To Apply**, send resume and cover letter with salary requirement to Anita Wessner at [HR@serge.org](mailto:HR@serge.org). For more information about our mission agency, visit [www.serge.org](http://www.serge.org).

3/28/22