



MINISTRY DESCRIPTION

Title: International Disaster Services Administrative Manager

Schedule: Regular, full-time

Division: Program

FLSA: Exempt

Working Group: Disaster Services

Reports to: IDS Director

Ministry Function

This position provides administrative support for all functions of International Disaster Services (IDS). This role supports through administration, communication, task management, data management, team culture, project management, training, research, and other projects. This position interfaces with all team members and works closely with the IDS Director. This role is not considered deployable.

Essential Duties & Responsibilities

1. Effectively manage team projects during active responses and peacetime, which includes prioritizing and delegating tasks and working with team members to ensure successful completion, often with deadline pressures.
2. Be the “hub” for IDS, this is to say the person to whom team members can go with questions about current disasters, humanitarian operations, Convoy of Hope processes, challenges, etc.
3. Liaise with other Convoy of Hope departments, serving as a point of contact for all IDS inquiries.
4. Work with reserve staff and lead volunteers, coordinating logistics for deployment, training, staff meetings, etc.
5. Oversee all administrative operations for IDS, which includes but is not limited to:
 - a. Overseeing and coordinating paperwork and interdepartmental liaising, e.g., grant agreements, wire/check requests, outbounds, field funding schedule, etc.
 - b. Serving as the frontline for receiving all IDS department calls and inquiries through phone and the IDS general email account.
 - c. Coordinating meetings and appointments as requested.
 - d. Screening and responding to incoming calls and correspondence.
 - e. Preparing agendas, minutes, and presentation materials for meetings.
 - f. Assisting in the organization and management of the team’s Google Drive.
 - g. Oversighting of team gear and apparel.
6. Assist with IDS response/program data and stats (Wiki, Salesforce, etc.) and prepare summary reports both for internal and external use.
7. Assist the IDS Director with oversight of the department and project-specific budgets, which includes processing BTA’s, ensuring spending is on pace and not over budget, providing corrections as needed, assisting team members in planning proposals, etc.
8. During active responses, serve in the Convoy of Hope Operations Center, likely in a leadership capacity.
9. Oversee IDS interns, including scheduling, creating projects and deadlines, fulfilling the requirements of applicable schools, and furthering the overall work of IDS.
10. Assist with the refinement and furthering of disaster preparedness and resiliency trainings as requested.
11. Maintain a working knowledge of current global affairs.

12. As a member of the Disaster Services team, support other programs as assigned.
13. All other duties as assigned.

Required Knowledge, Skills & Abilities:

1. Bachelor's degree is preferred; high school diploma or equivalent is required.
2. Church or compassion ministry experience is preferred.
3. 2+ years' experience in administrative and project management roles is preferred.
4. Excellent verbal and written communication skills in creating, editing, and proofreading content that conveys the program work of Convoy of Hope within the organization, to partners, and to our target audience.
5. Foreign language(s) is preferred.
6. Basic first aid and CPR certifications are preferred.
7. Project management experience with demonstrated ability to multi-task.
8. Strong organizational skills and meticulous attention to detail.
9. Strong problem-solving skills, the ability to remain calm under pressure, and maintain tact in difficult situations.
10. Excellent interpersonal communication skills, with the ability to quickly building rapport with others.
11. Ability to use a PC/Mac and software/web-based systems, including but not limited to Microsoft Office Suite, Google Business, Monday.com, and Salesforce.
12. Completion of NIMS courses 100, 200, 700, and 800 (at minimum) prior to employment or within the first year of employment.
13. Serve as an advocate for the ministry, striving to nurture, broaden, and develop financial and other resource opportunities to support and expand organizational and program ministry.
14. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
15. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities

This position has no direct reports but will oversee projects and thus team members working on those projects, to ensure completion.