

As part of the FMC Member Care team, the Member Care Administrative Assistant will be someone who is passionate about having responsibilities that enhance, support, and streamline the functions of the FMC Member Care team in pursuit of the overall vision of FMC Member Care:

To come alongside FMC missionaries to encourage and champion their personal stewardship of their overall wellbeing as they navigate the transitions and challenges associated with cross-cultural life and ministry. This is facilitated proactively through relationship, quarterly check-ins, sharing of tools and resources, as well as responsively during times of particular need. FMC Member Care is committed to the holistic support of missionaries through preparation, encouragement, and ongoing formation so they may remain healthy, resilient, and fruitful on mission.

Specific Duties of the Member Care Administrative Assistant:

- Report to the Member Care Manager
- Carry out the administrative functions pertaining to Member Care, such as special projects, formation opportunities, surveys, emails, etc.
- Develop a process for effectively distributing Member Care resources and tools to the FMC community at large
- Helping with the process to integrate Member Care resources and tools into Intake
- Format and send out monthly Missionary Messenger email
- Maintain the FMC Community Calendar
- Maintain the Shared Missionary Drive
- Coordinate Member Care Zoom events
- Attend and take notes at weekly Member Care meetings, and initiate prompt follow-up
- Organize hospitality and record-keeping for Member Care events/hostings
- Create forms for Member Care
- Keep Member Care procedures and policies updated in Handbook
- Fulfill request for missionary letters - residency, proof of income, etc.
- Maintain missionary (active/alumni) files - work to digitize all files in Salesforce
- Administrative support to foreign national missionaries - creating letters, sending Messenger, translating documents
- Maintain a directory of resources for missionaries - doctors, counselors, vacation homes, etc.
- Document Member Care processes for EOS
- Organize and keep tabs on Member Care supplies and books
- Mail things to missionaries stateside and international
- Collaborate as needed with Office Executive Assistant in supporting the missionaries

Applicants for this position should:

- Love missionaries
- Be passionate about supporting the overall vision of FMC Member Care
- See their administrative responsibilities as carrying out the Great Commission
- Be eager to work on a tight-knit, highly collaborative team
- Have on-field experience as an FMC missionary
- Have a reputation for being discreet, prudent, trustworthy, and maintaining confidentiality
- Be (or become) fully funded
- Be enthusiastic about details and systems
- Be highly skilled in organization
- Be passionate about accuracy and thoroughness
- Be willing to learn about Member Care
- Be flexible
- Be an effective verbal and written communicator
- Be able to work on a variety of projects simultaneously
- Be able to use essential technology with ease
- Be willing to work in-person at Big Woods for one year, with the option to work remotely after the first year.

To apply, please answer the following questions in a document and send to Will Travis at will@familymissionscompany.com by **Wednesday, July 21, 2021**. A small number of applicants will be selected to undergo an interview before the position is filled.

Member Care Administrative Assistant Application

1. Why are you applying for this position?
2. How would you describe your experience, passion, and gifts regarding administration?
3. How would you describe your experience, passion, and gifts regarding teamwork?
4. How would you describe your organizational skills and written and verbal communication skills?
5. How would you describe your proficiency in administrative technology, such as email correspondence, spreadsheets, Google Workspace, etc?
6. How would you describe your ability to be discreet, prudent, trustworthy, and maintain confidentiality?
7. What other gifts, skills, or experience makes you a good candidate for this position?