

Position Title: Program Team Administrator

Purpose

Are you mission-driven and desire be part of a team that is engaging the Christian community to serve refugees? Do you enjoy systems learning, administration, and have a strong bent toward data, details, organization, and accuracy? If you answered yes, then this job might be for you! The Program Team Administrator provides high-level support to the program team through data reports, administrative functions, and coordination of program operations.

Duties and Responsibilities

1. Produce monthly reports from database. (Training provided.) This includes entering volunteer and refugee data into CRM database, ensuring accuracy, and transcribing information from hard copy documents, such as bio sheets. Resolve discrepancies in information and obtain further information for incomplete documents.
2. Conduct research on key program initiatives, including gathering and interpreting data, comparing resources, and ensuring accuracy of information.
3. Serve as a liaison between the Executive Director and Program Director in relaying pertinent information and status updates.
4. Support the Program Director by coordinating presentation logistics with the Volunteer Education Team.
5. Prepare presentations, agendas, reports, special projects, and other documents using Word, Google docs, Excel, and PowerPoint.
6. Manage program team calendar of key dates and scheduling for the Program Director.
7. Manage volunteer touch points in coordination with program team, such as thank you notes, etc.
8. Maintain records of activities and tasks performed. Store completed documents in electronic filing system and create backups of documents as needed.
9. Perform other administrative and front desk duties, such as printing, copying, ordering materials, maintaining inventory of program supplies, greeting walk-in volunteers, and handling supply donation drop-offs.
10. Respond to general inquiries by providing direction and information. Refer non-routine calls to the appropriate staff member.
11. Provide support to Exodus' annual gala and other organization-wide priorities as needed.
12. Other duties as assigned.

Knowledge, Skills, and Abilities

1. Commitment to Exodus World Service's Christian mission and values.
2. Excellent attention to detail, accuracy, and follow through.
3. Ability to work well independently and as part of a highly collaborative team, including strong customer-service approach when working with team members.



4. Strong critical thinking and problem-solving skills.
5. Excellent communicator who interacts with others in a confident, professional manner.
6. Ability to process data with accuracy and a critical eye toward consistency.
7. Superior time management skills. Ability to manage multiple projects in a dynamic work environment.
8. High level of proficiency in Microsoft Office and Google Suite required. Experience with CRM (Customer Relationship Management) database and LMS (Learning Management System) a plus; training in Exodus' systems provided.
9. Knowledge of refugee and cross-cultural issues a plus.
10. Other duties as assigned.

Education

Minimum bachelor's degree required.

Job Classification

Full-time exempt. Work generally conducted Monday – Friday, 9:00 a.m. – 5:00 p.m. Occasional evening and weekend availability required.

This position is eligible for paid time off, health insurance, and retirement benefits.

Location

Job duties are performed primarily at the Exodus World Service office in Park Ridge, IL, with occasional flexibility to work remote as appropriate.

About Exodus World Service

Founded in 1988, Exodus World Service mobilizes the Christian community to welcome and befriend refugees. We do this by educating churches about refugee ministry, connecting volunteers with newly arriving refugees through practical service projects, and empowering people to be champions for refugees.

To Apply

Please send cover letter and resume to hr@exodusworldservice.org.