

Are you an administrative professional with an eye for detail, strong interpersonal and communications skills, and a passion for organization? Do you enjoy working behind the scenes, serving others, and collaborating with teams to transform lives? Are you eager to use your gifts to make Christ known and participate in God’s global mission of redemption and restoration?

Join our team at Interserve as **Administrative Assistant** for the U.S. office in Upper Darby, PA.

Interserve USA is an international, interdenominational community dedicated to making Jesus known in North Africa, Asia, and the Middle East. Sending professionals skilled in healthcare, engineering, business, IT, finance, education, social work, and more, we prepare cross-cultural servants to use their God-given gifts and training to transform lives and communities in partnership with the global church. Since 1852, when Interserve was launched by women in South Asia, we have remained committed to caring for the poor and marginalized and sending people to live and work in places where few, if any, have encountered Christ. Our U.S. office is one of 14 national offices working together to mobilize multinational teams.

As Administrative Assistant, you will perform administrative and office support duties that include fielding telephone calls, managing calendars, making travel arrangements, preparing reports, communicating regularly with the Board of Trustees, receiving and assisting visitors, and processing and filing documents.

A full position description is below. To apply, send a cover letter and resume to Mark Huffman, Executive Director, at Mark@Interserveusa.org.



**Job Description:** Administrative Assistant

**Organization:** Interserve USA is an international, interdenominational community dedicated to making Jesus known in North Africa, Asia, and the Middle East. Sending professionals skilled in healthcare, engineering, business, IT, finance, education, social work, and more, we prepare cross-cultural servants to use their God-given gifts and training to transform lives and communities in partnership with the global church. Since 1852, when Interserve was launched by women in South Asia, we have remained committed to caring for the poor and marginalized and sending people to live and work in places where few, if any, have encountered Christ. Our U.S. office is one of 14 national offices working together to mobilize multinational teams.

**Position Summary:** The Administrative Assistant position is an integral ministry position within the Interserve community. The Administrative Assistant performs administrative and office support duties for multiple directors. Responsibilities include fielding telephone calls, managing calendars, making travel arrangements, coordinating meetings and events, preparing reports, communicating with the Board of Trustees, receiving and assisting visitors, overseeing correspondence, recording donations, and maintaining files.

**Characteristics:** The Administrative Assistant position requires strong administrative, computer and Internet skills, flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal staff, as well as outside clients and vendors. The ability to multitask is essential.

**Reports to:** Director and Finance Director

**Commitment**: This is a non-exempt, full-time position. Two-thirds of the salary is provided, commensurate with experience. An additional one-third may be personally raised as support. Support-raising training is available.

**Specific duties:**

1. **Supporting the Executive Director**
* Composes and edits drafts and answers general correspondence.
* Maintains the Executive Director’s schedule on the Shared Calendar (office appointments, speaking engagements, and travel, both national and international).
* Types reports, memorandums, correspondence, and email as required.
* Manages and coordinates communications with donors on behalf of the Executive Director.
1. **Coordinating meetings with the Board of Trustees**
* Develops the agenda with the chairperson of the board and the Executive Director. Assembles all meeting documents into a board book and shares with all board members and Directors.
* Coordinates arrangements for the meetings. Maintains list of attendees, oversees arrival and departure times, and communicates with the hotel regarding meeting rooms, accommodations, and meals.
* Coordinates virtual committee meetings throughout the year.
* Takes minutes during the meeting and then edits and distributes them to board members and Directors.
1. **Managing the office**
* Serves as primary telephone receptionist and greeter. Maintains assignments for phones and general voicemail via online portal.
* Sorts general office and finance mail.
* Maintains and updates contact information in the Interserve databases.
* Maintains an organized and properly-functioning office space for staff.
* Coordinates details and helps plan upcoming office events.
* Creates a welcoming environment for office visitors.
* Maintains records for personnel, donors, and overseas staff. Ensures information is consistent across various databases.
* Assists Communications Director as requested with proofreading, posting on social media, and formatting prayer and pledge cards for appointees.
* Creates calendar each month for daily office devotions.
1. **Supporting field staff**
* Maintains mailing lists for all overseas staff, including adding new contacts and making address changes.
* Runs mailing lists for overseas staff members’ prayer letters.
* Edits, formats, and sends out overseas staff members’ prayer letters via email and snail mail, as necessary.
* Coordinates with outside vendors to pick up and send out paper mailings.
1. **Supporting the finance team**
* Deposits checks via remote check scanner. Generates deposit reports for the finance team.
* Keeps the finance database updated with donor contact information.
* Interacts with donors via email and over the phone and direct them to the correct member of the Finance team for help.
1. **Advancing mobilization efforts**
* Encourages others to pursue going to the Harvest field.
* Looks for opportunities to engage people interested in cross-cultural work.
* Connects each prospective applicant to the appropriate Area Coordinator.

**Qualifications:**

1. Personally committed to following the Lord Jesus Christ, pursuing ongoing spiritual growth and development, and participating in a local fellowship.
2. Embraces the vision, mission, values, and approach of Interserve.
3. Committed to working collaboratively with office staff, board members, current and former overseas staff, and volunteers.
4. Able to multitask, set priorities, and manage time efficiently.
5. Demonstrates flexibility as well as strong attention to detail.
6. Works proactively, with an eagerness to anticipate needs and solve problems.
7. Holds excellent written and verbal communication skills.
8. Fluent in Microsoft Office 365 and able to readily learn new software packages.
9. Overseas living or cross-cultural work experience is preferred.

*Agreement with the policies and procedures in the Interserve USA Employee Handbook is required.*

*Interserve USA is an employer-at-will. As such, Interserve USA reserves the right, as the employee does,*

*to terminate the employment relationship at any time with or without reason.*

*Rev. 2.12.2025*