



Are you an administrative professional with a passion for God's work among the nations? Do you enjoy coordinating logistics, collaborating with others, and working behind the scenes to help others flourish in their callings? Are you eager to leverage your organizational and interpersonal skills for the Kingdom of God?

If this sounds like you, we'd love for you to join our team at Interserve as **Personnel Administrator** for the U.S. office in Upper Darby, PA.

**Who We Are:** 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.

**Your Role:** As Personnel Administrator, you will play a key role in preparing and supporting cross-cultural workers. Your responsibilities will include facilitating our application and assessment process, onboarding our candidates, planning and executing orientations to prepare our workers for effective cross-cultural service, coordinating visits and debrief sessions for our field staff, and providing member care resources to support the longevity and health of our workers.

Please find a full description of the position below. To apply, please send a cover letter and resume to [tom.mangham@interserveusa.org](mailto:tom.mangham@interserveusa.org).

## Personnel Administrator

**Organization:** Interserve USA

**Location:** Upper Darby, PA (office-based)

**Status:** Full or Part-time, Exempt

---

### About Interserve USA

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 women in South Asia launched Interserve, 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 **Personnel Administrator (PA)** plays a vital role in the full lifecycle of Interserve USA's Partners (field staff/cross-cultural workers), supporting administrative processes from initial recruitment through field service, home assignments, and reentry. The PA collaborates closely with the Personnel Director (PD), Placement Coordinator (PC), Executive Director (ED), Area Coordinators (ACs), and others to ensure smooth processes and excellent care for our workers. This is a mission-driven, detail-oriented, relationally supportive role that helps sustain the calling of workers serving in difficult, secure places.

---

### Key Responsibilities

#### Recruitment and Vetting Support

- Facilitate the administration of the application and assessment process for Partners and On Trackers (short-term workers), including:
  - Managing reference collection and background checks
  - Tracking psychological evaluations and health screenings
  - Participating in interviews or candidate reviews as needed
- Maintain personnel data accurately and securely within Link2Serve (our intranet system) and restricted files in Microsoft SharePoint.

#### Onboarding and Training Coordination

- Guide new candidates through onboarding steps, connecting them with relevant resources and staff members in the office and virtually.
- Provide initial and ongoing training for Partners in the responsible use of fellowship-wide databases (primarily Link2Serve).
- Assist the Personnel Director in planning and executing Candidate Orientations:

- Facility booking, transportation, accommodations, meals, pre-orientation materials, guest facilitators, and evaluations.
- Maintain Safeguarding clearance records in partnership with the Member Care Specialist.

### **Ongoing Member Care and Partner Support**

- Support the coordination of Partners' Home Assignments (providing resources, reminders, *Comings and Goings* reports, etc.).
- Coordinate Partner visits and debrief sessions at the Interserve USA office and guest house, ensuring smooth scheduling and logistics.
- Oversee the cleaning and preparation of the guest house, including stocking food supplies and arranging transportation for guests as needed. Act as a welcoming host for Partners and On Trackers visiting the office, fostering a hospitable and supportive environment.
- Help to administer and track Personnel Team member care initiatives and protocols.
- Help to connect Partners/On Trackers with member care resources.
- Participate in crisis response coordination if needed.

### **Cross-Departmental Support**

- Collaborate with office staff to plan special events (board meetings, staff celebrations, etc.).
- Provide administrative support to the Executive Director, Finance Director, and Communications Director in relation to the Personnel Team as needed (in consultation with the Personnel Director).
- Assist in preparing the personnel section of the semi-annual Board Report.

### **Mobilization Support**

- 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**

- Personal alignment with Interserve's vision, values, and statement of faith.
- Strong administrative, organizational, and data management skills.
- Attention to detail with a high standard of confidentiality.
- Ability to prioritize and manage multiple tasks with a servant-hearted attitude.
- Relational and cross-culturally sensitive, with a heart for supporting our field staff.
- Proficient in Microsoft Office, SharePoint, and database systems (or ability to learn).
- Experience in HR, personnel administration, missions, or nonprofit administration preferred.

---

### **Core Competencies**

- Administrative excellence
  - Relational warmth and professionalism
  - Initiative and follow-through
  - Team collaboration and communication
  - Flexibility and adaptability
-

## **Work Environment**

Primarily office-based at the Interserve USA headquarters in Upper Darby, PA.  
Some local travel and occasional evening or weekend availability may be required for special events, orientations, or staff care needs.

---

## **Reports To**

Personnel Director (PD)

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

If interested, please send a cover letter and resume to [tom.mangham@interserveusa.org](mailto:tom.mangham@interserveusa.org).

*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.*