



MissionGO Job Description

Job Title: Reception and Office Support Specialist
Department: Finance
Reports to: Chief Financial Officer
Salary Range: Salary Commensurate with Experience
Location: Buffalo, New York

Ministry Focus

Since MissionGO is a Christian mission organization whose role involves both ministry in and to the local church, both in Canada, the United States, and abroad, and since it is expected of our donor base that we operate as a Christian ministry giving honor to Jesus Christ, each employee shall:

1. Participate in weekly prayer meetings and corporate prayers.
2. Pray with missionaries when requested or deemed appropriate with missionary permission.
3. Conduct themselves in a Christ-like manner at work and outside the workplace.
4. Promote and defend the evangelical approach to ministry that MissionGO has adopted and put into practice.

As a Christian ministry, MissionGO requires employees to affirm and live according to our Statement of Faith as a condition of employment to fulfill our religious mission and support our international ministry sites. Each employee should also be a member in good standing of a church that agrees with the Statement of Faith of MissionGO. The Statement of Faith can be found on our website, www.missiongo.org.

Job Overview

MissionGO is seeking an organized, professional, and detail-oriented individual to join our team. The Reception and Office Support Specialist is responsible for front-desk reception responsibilities, critical data entry, and administrative support tasks. This position requires strong organizational skills, attention to detail, and proficiency with office software and database systems. The ideal candidate will provide a welcoming presence at reception while ensuring the accuracy, integrity, and security of vital organizational data. The purpose of this position is to serve career missionaries in the field and staff at the Home Office with diligence, positivity, and excellence. This role includes critical data input and software updates.

Essential Duties and Responsibilities

- Greet and assist visitors, manage visitor logs, and direct individuals to the appropriate staff or department
- Answer, screen, and route incoming phone calls; take and relay messages as needed in a professional manner.
- Provide information to callers and visitors regarding the organization's services and procedures

- Maintain the professional appearance of the reception area
- Provide general administrative and clerical support, such as filing, copying, preparing correspondence, and managing office supplies. This includes managing day-to-day administrative tasks such as answering phone calls and responding to emails.
- Draft, proofread, and edit correspondence, reports, and other materials
- Support routine office operations, such as processing mail, managing inventory for the front desk, and facilitating document delivery. Receive, store, and distribute office supplies; maintain inventory and equipment.
- Schedule and coordinate meetings, maintain conference room calendars, and support event logistics
- Supporting the Communications and Administrative Services team by performing tasks related to organizational and strong communication skills
- Coordinate travel arrangements and accommodations for staff and missionaries
- Perform critical data entry tasks, including inputting and updating data in company databases and systems, verifying data for accuracy and completeness, and maintaining and updating existing records as required
- Conduct regular software updates and maintain accurate digital records
- Assist with generating and distributing reports from data systems as needed
- Assist with onboarding new staff by updating software access and staff listings as required
- Consistently and professionally maintain a high level of confidentiality and security of sensitive data
- Maintain good rapport with staff and missionaries
- Assist the President and CFO with special projects

Qualifications

- **Must fully agree with MissionGO's vision and Statement of Faith**
- A high school diploma or equivalent is required; additional administrative or IT training is an asset
- An associate's or bachelor's degree is preferred, or equivalent work experience
- Proven experience in a clerical, receptionist, or data entry role. 1 - 2+ years of administrative experience is desired
- Experience with administrative and database software programs, data entry, and database maintenance is preferred

Knowledge, Skills, and Abilities:

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and database management systems. Knowledge of software, including Microsoft 365 Office, is desired
- Fast and accurate typing skills; familiarity with touch typing preferred
- Strong organization and multitasking abilities; able to prioritize and handle multiple tasks with frequent interruptions
- Excellent verbal and written communication skills. The ability to communicate professionally on the phone is imperative. Exhibits polite and professional communication via phone, email, mail, and Zoom meetings.

- Knowledge of administrative and clerical procedures, customer service principles, and basic office equipment
- Attention to detail and high accuracy in data input and record-keeping; detail-oriented
- Ability to maintain confidentiality and exercise discretion with sensitive information
- Professional demeanor and appearance, with a customer-focused attitude
- Exhibits a willingness to learn new programs and adapt to new responsibilities; willing to accept direction, yet is also a self-starter with the ability to take initiative
- Able to analyze and discern information; problem solver

Work Schedule:

Full-time, 9-5 pm. Occasional extra hours may be required.

Benefits:

MissionGO offers a competitive benefits package for full-time employees, which typically includes:

- Paid Time Off, Paid Holidays, Paid Sick Time
- Access to Medical Insurance (comprehensive health insurance plans are standard)
- Participation in a 403(b) retirement plan
- Teamwork Environment: You will be part of a friendly, driven staff that provides exceptional service.
- Community: Fellowship and prayer with your colleagues, and be encouraged in your faith at the weekly staff gathering.
- Career development and mentoring: Experienced and thoughtful leaders are committed to investing their time in growing and developing others
- Mission-driven, collaborative culture

Application Information:

Please send your cover letter, resume, and any reference letters you would like to include to hr@missiongo.org.