CROSSROADS CHURCH | JOB DESCRIPTION

Position Title:	Missions Administrative Assistant
Department:	Global Missions
Reports to:	Global Missions Coordinator
Hours:	Part time, 10 hours

Position Summary:
The Missions Administrative Assistant provides administrative and logistical support for Crossroads Church missions trips. This position helps ensure that mission trips are thoughtfully planned, clearly communicated, and effectively executed, allowing ministry leaders and participants to focus on serving others and advancing the mission of Crossroads Church.

The Administrative Assistant will assist in overseeing the logistical components of Disaster Relief Trips, Global Missions Trips, and Student Ministry Trips, with particular responsibility for transportation, trip documentation, communication, scheduling, and other administrative details.

This position works closely with ministry leaders, trip leaders, participants, parents, travel providers, ministry partners, and other Crossroads staff.

Mission Alignment
The Missions Administrative Assistant supports Crossroads Church's mission to:

- **Encounter Christ -** Helping participants experience Christ through serving, relationships, and ministry.
- **Equip Christians -** Helping prepare and organize people to serve effectively in local and global missions.
- **Engage Community -** Removing logistical barriers so Crossroads can serve communities locally, nationally, and globally.

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Key Responsibilities:

Disaster Relief Trip Logistics - *Coordinate the logistical needs associated with Crossroads Disaster Relief Trips.*

Responsibilities may include:

- Coordinating trip dates, schedules, and transportation.
- Assisting with participant registration and communication.
- Coordinating transportation to and from disaster relief locations.
- Assisting with lodging arrangements when necessary.
- Coordinating trip supplies and equipment logistics.
- Maintaining participant rosters and emergency contact information.
- Communicating trip expectations and schedules to participants.
- Assisting trip leaders with pre-trip preparation.
- Coordinating final trip details and departure information.
- Assisting with post-trip documentation and expense reconciliation.
- Maintaining organized records for future disaster response trips.

Global Missions Trip Logistics - *Provide logistical coordination for Crossroads global missions trips.*

- **Flights**
    - Assist with flight reservations and changes.
    - Maintain accurate passenger information.
    - Track flight schedules and itinerary changes.
    - Communicate flight information to trip participants.
    - Coordinate airport meeting locations and departure procedures.
    - Assist with travel documentation and deadlines.
    - Communicate with airlines and travel providers when necessary.
- **Transportation -** Coordinate ground transportation associated with global missions trips, including:
    - Airport transportation
    - Local transportation
    - Rental vehicles
    - Buses or vans
    - Transportation between ministry locations when necessary.
    - Transportation schedules and meeting points.

The Administrative Assistant will work with trip leaders and international ministry partners to ensure transportation plans are clear and appropriate.

Student Ministry Trips - *Provide logistical support for Student Ministry trips, retreats, mission experiences, and service opportunities.*

Responsibilities may include:

- Coordinating transportation arrangements.
- Assisting with registration and participant information.
- Coordinating travel schedules and itineraries.
- Assisting with lodging arrangements.
- Maintaining student and adult leader rosters.
- Assisting with required forms and documentation.
- Coordinating parent communication related to travel logistics.
- Assisting with departure and arrival procedures.
- Coordinating transportation for large student groups.
- Supporting Student Ministry staff with trip preparation.
- Helping ensure student trips comply with Crossroads safety and ministry policies.

The Administrative Assistant will work closely with Student Ministry leadership while maintaining appropriate confidentiality and attention to student safety.

Trip Administration - *Assist with maintaining organized systems for all Crossroads missions trips.*

Responsibilities include:

- Maintaining master trip calendars.
- Maintaining participant lists.
- Tracking registration deadlines.
- Tracking deposits and payment deadlines in coordination with Finance.
- Maintaining travel itineraries.
- Maintaining lodging and transportation information.
- Organizing trip documentation.
- Maintaining emergency contact information.
- Tracking required forms and waivers.
- Maintaining records of past trips.
- Developing reusable trip-planning checklists.
- Assisting with pre trip team meetings
- Organization of team supplies
- Assisting with fundraising events
- Maintaining vendor and travel-provider information.

Communication - *Serve as a primary logistical communication point for trip participants.*

Responsibilities include:

- Sending trip reminders.
- Communicating deadlines.
- Distributing travel itineraries.
- Communicating transportation information.
- Providing departure and arrival instructions.
- Communicating schedule changes.
- Assisting with parent communication for Student Ministry trips.
- Ensuring trip leaders have current participant information.
- Responding to routine logistical questions.
- Escalating ministry, pastoral, financial, or safety questions to the appropriate leader.

Trip Planning Systems - *Develop and maintain consistent systems that make Crossroads missions trips easier to plan and execute.*

The Administrative Assistant will maintain or develop, where necessary, standardized resources such as:

- Trip Planning Checklist
- Trip Timeline
- Participant Checklist
- Travel Checklist
- Flight Information Sheet
- Ground Transportation Plan
- Lodging Information Sheet
- Emergency Contact Form
- Trip Leader Checklist
- Student Ministry Trip Checklist
- Disaster Relief Trip Checklist
- Global Missions Trip Checklist

The goal is to create a repeatable system that allows Crossroads to conduct missions trips with excellence and consistency.

Financial and Expense Coordination - *Assist with the administrative side of missions trip finances.*

Responsibilities include:

- Tracking logistical expenses.
- Maintaining receipts and documentation.
- Assisting with trip budgets.
- Coordinating payments and deposits.
- Communicating payment deadlines.
- Assisting with expense reconciliation.
- Working with Finance regarding approved purchases and reimbursements.
- Monitoring travel costs and communicating significant changes to the appropriate ministry leader.

The Administrative Assistant does not have independent authority to commit Crossroads Church to significant expenditures without appropriate approval.

Safety and Risk Management - Support Crossroads' commitment to safe and responsible missions travel.

Responsibilities include:

- Maintain current participant and emergency information.

- Assist with required waivers and documentation.
- Follow Crossroads travel and safety policies.
- Ensure trip leaders have necessary emergency information.
- Communicate travel-related safety requirements.
- Assist with emergency communication procedures.
- Immediately communicate significant safety concerns to the appropriate Crossroads leader.

Team Collaboration

The Coordinator will work closely with:

- Outreach Pastor
- Missions leadership
- Disaster Relief leaders
- Global Missions leaders
- Student Ministry staff
- Trip leaders
- Finance
- HR/Operations
- Crossroads executive leadership
- Missionary and ministry partners
- Transportation and travel providers

The Administrative Assistant should function as a **servant-minded logistical partner**, helping ministry leaders execute their vision effectively.



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Qualifications:

Required

- Demonstrated commitment to Jesus Christ and alignment with Crossroads Church's mission and values.
- Strong organizational and administrative skills.
- Excellent communication skills.
- Ability to manage multiple deadlines.
- Ability to work independently.
- Strong attention to detail.
- Ability to maintain confidentiality.
- Ability to work effectively with volunteers and ministry leaders.
- Willingness to occasionally work outside normal hours surrounding missions trips.

Preferred

- Previous missions experience.
- Experience coordinating group travel.
- Experience working with students or young adults.
- Experience coordinating church ministry events.
- Experience with airline, transportation, or lodging reservations.
- Experience using registration or church management software.
- Previous international travel experience.

Core Competencies

- Organization - Creates systems that keep trips, people, information, and deadlines organized.
- Communication - Provides timely, accurate, and clear information to participants and leaders.
- Attention to detail - Recognizes logistical details that could affect the success of a trip.
- Problem solving - Responds calmly and creatively when travel plans or logistics change.
- Reliability - Follows through on commitments and deadlines.
- Servant leadership - Approaches the role as an opportunity to serve ministry leaders, participants, and ministry partners.
- Flexibility - Able to adapt to changing travel schedules, unexpected circumstances, and ministry needs.
- Teamwork - Works collaboratively with multiple departments and ministry leaders.

Performance Measures / KPIs - *Success in this position will be measured by:*

- Missions trips are adequately prepared and organized.
- Travel arrangements are completed accurately and on time.
- Participants receive timely logistical communication.
- Required forms and documentation are completed.
- Transportation and lodging arrangements are confirmed before deadlines.
- Trip budgets and expenses are accurately documented.
- Trip leaders have the information and resources needed to lead effectively.
- Problems are identified and communicated proactively.
- Standardized trip-planning systems are maintained.
- Participants and ministry leaders experience a clear and organized trip process.

Weekly Hours - 10 hours per week*

*Because mission travel is seasonal, workload may fluctuate throughout the year. The position may require flexibility around major trip dates, including occasional evenings or weekends, with scheduling coordinated with the supervisor.

During periods without active trips, the Coordinator should focus on:

- Upcoming trip preparation
- Administrative organization
- Documentation
- Trip calendars
- Systems development
- Vendor relationships
- Post-trip reconciliation
- Improving future trip processes

Position Boundaries - The Missions Administrative Assistant is primarily a logistics and administrative position.

The Coordinator does not independently determine:

- Missions strategy
- Trip destinations
- Ministry partnerships
- Missions theology
- Major trip budgets
- Staff assignments
- Pastoral decisions
- Emergency decisions beyond established protocols

These responsibilities remain with the appropriate Crossroads ministry and executive leadership.

Position Win - The Missions Administrative Assistant wins when:

> *Every Crossroads mission trip is organized, prepared, communicated, and supported so that trip leaders and participants can focus their energy on ministry rather than logistics.*

The Administrative Assistant helps Crossroads send people well, serve effectively, and represent Christ with excellence wherever the church is called to go.