

Support Services Coordinator, SIS

Location: [North America] [Mexico]

Town/City: Home Working

Category: VisionFund

Job Type: Fixed term, Full-time

***Preferred position location: Mexico, Guatemala or Costa Rica where VF/WVI is registered to operate.**

***Please submit your CV in English.**

PURPOSE OF POSITION:

The Support Services Coordinator, SIS (Strategy, Impact & Services) provides support services to the Strategy Department. Ensures services maximise effectiveness of support functions including but not limited to administration, travel/meeting support, and project management. Coordination of this work in conjunction with other GC departments and external contractors ensures delivery of appropriate and cost-effective service solutions in line with partnership standards.

This role will also provide support services to the Senior Leadership Team via the President's Office. Including, but not limited to administration, calendar management, travel/meeting/event support.

KEY RESPONSIBILITIES:

Serve as a coordinator and point of contact for the Portfolio Strategy Advisor and Chief Strategy Officer. Requires handling information, relationships and communications in a confidential and professional manner with scope of the following:

General Support and Administrative Duties:

- Support Advisor and Chief Strategy Officer with scheduling, communications, and task tracking (calendar support).
- Monitor & track employee vacation/ sick balances, manage expense reports and processing of purchase requests/ purchase orders, and related reports as necessary.

- Attend & support key meetings to facilitate agendas, prepare meeting notes and action plans.

Travel and Meeting Management:

- Assist with travel logistics, including transportation, lodging, itineraries, visas, etc.
- Assist in preparation of agendas, plans, and coordination of meetings/events on behalf of Strategy Team (eg. Team meetings, cross-departmental meetings, forums, etc.)
- Prepare, format, and aggregate Board, & SLT pre-reads and presentations from Strategy team members for CSISO.

Special Projects and Project Management:

- Support comms, engagements, and any contracting arrangements with MFIs, WVI, and external contractors.
- Periodically research, assess, and organise industry and MFI related information and performance data.
- Support other special projects and reviews as requested.

Support to the Senior Leadership Team (SLT) via the President's Office.

- Calendar Management/meeting co-ordination.
- Assistance with Meetings/Conferences/Event Logistics including on-site assistance, itineraries, registration etc.
- Travel arrangements including, flights, accommodation, venue research, visas etc.
- Maintaining email groups, contact lists, etc.
- Assistance with Expense claims.

KNOWLEDGE, SKILLS & ABILITIES:

- Three to five years of experience providing administrative and support services in a multicultural environment.

- Significant experience in project or program coordination in order to achieve key operating results in a unit (minimum of 2 yrs).
- Positive interpersonal skills; ability to work with high profile individuals externally, as well as, collaborate internally.
- Good professional presentation, demeanor and attitude.
- Demonstrated experience in communicating effectively both orally and in writing.
- Strong analytical and problem-solving skills as well as strong organization and time management skills, that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Ability to work independently with only general guidance on a variety of special projects.
- Ability to handle confidential information and situations with utmost tact and diplomacy.
- Demonstrated financial monitoring and budgeting skills.
- Able to work to deadlines and prioritize work effectively.
- Ability to thrive in a cross-cultural and Christian faith-based environment.
- Relevant degree, ideally in one of the following areas: Management, Social Sciences or other.
- High proficiency using MS Office (Word, Excel, PowerPoint, Outlook, Teams), research skills, ability to set up PC based audio/visual systems as well as tele/video conferencing, etc.
- Fluent in both English & Spanish.

Preferred:

- Project management.

Work Environment/Travel:

- Ability to use computer, attend meetings, travel abroad.

