



## Job Description

### *Adoption Program Coordinator*

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Reports to: Executive Director

Agape Adoptions is a nonprofit, international Adoption Agency in Sumner, Washington, and an Equal Opportunity Employer (EOE). We are seeking an Adoption Program Coordinator to provide adoption-related services to families in the adoption process. The Adoption Program Coordinator will be the main point of contact for families who are in the dossier phase of their adoption process; they will communicate with families, process adoption documents with State office and Consulates during this critical part of the adoption process. The Adoption Program Coordinator is responsible for continuation of workflow and meeting daily, weekly, and monthly deadlines. The ideal candidate will have a strong desire to help orphans find permanency and have experience with providing services to families. This is a 30 per week, in office position, with the ability to work more hours as needed and depending on caseload. The Agape Adoptions office is in Sumner Washington.

The **Adoption Program Coordinator** must adhere to Agape Adoptions mission to find families for children, always following ethical guidelines and standards, and practicing high morals. This position performs a variety of duties critical to Agape Adoption's mission of finding *families for children*. The position requires the ability to work independently, be flexible and provide information as requested to other team members. Due to the nature of this work, the incumbent must be aware of and always adhere to agency and program confidentiality policy.

#### **Key responsibilities and accountabilities:**

- Provide administrative, clerical and communication support for Agape Adoptions International Adoption Programs.
- Create and maintain strong, trusting relationships with prospective adoptive parents during the adoption process; track and manage family caseload.
- Maintain family and child files according to Agape Adoptions policy and procedure as well as regulatory requirements.
- Assist and provide primary oversight to families with adoption related paperwork, dossier preparation, and visa process.
- Process shipping of adoption related documents with States, Consulates and Department of State using US Mail and FedEx.
- Prepare regulatory compliant child referral documents for each adoption.

- Assist with international travel preparations for adopting families.
- Maintain databases, general mailing list and monthly statistical reporting.
- Invoice families for adoption services and process payments received
- Provide support and education to families during the adoption process.
- Assist Executive Director with various projects as needed.
- Other duties as assigned.

### **Skills/Requirements:**

- The successful candidate must have previous administrative experience, coordination experience is a plus.
- The ability to be detail oriented, resourceful, multi-task and prioritize in a fast-paced environment.
- Individual must have knowledge of database management, proficiency in Word, Microsoft Suite, Excel, and Outlook.
- Excellent customer service, organizational, leadership and people skills.
- Exceptional telephone etiquette and professionalism in the office environment and strong work ethic.
- Possess a team mentality and be self-motivated, ability to be flexible and adaptable to tasks and at prioritizing items of the day.
- Demonstrate excellent written and verbal communication.

### **Qualifications:**

- Possess a solid commitment to help children find permanent homes of nurture and unconditional love through Agape Adoptions.
- Strong interpersonal and team communication skills
- Strict adherence to the Code of Ethics and Confidentiality
- Excellent reading comprehension skills
- Detail oriented, highly organized, innovative, articulate, motivated, reliable, team player, and resourceful
- Strong organizational skills
- Demonstrates understanding of cultural competency with skills in diplomacy, which transcend cultural differences.
- Proven self-starter and ability to work independently, characterized by initiative and reliability.
- Preference for a minimum of bachelor's degree in relevant or another equivalent
- Commitment to Agape Adoption's mission, vision, and values.

### **Criminal Background Check**

- Agape Adoptions conducts Child Abuse and Criminal background checks as required by state and federal regulations.

**Vaccination Requirement:**

Agape Adoptions requires that all employees be fully vaccinated against COVID-19. This requirement is designed to prioritize the safety of the children and families we serve and colleagues that we share an office space with. Exemptions may be sought only for documented medical or religious accommodation.

**Salary and Benefits**

- Agape Adoptions has standard paid holidays
- Employees accumulate PTO for hours worked
- Agape Adoptions does not offer medical or dental benefits at this time

Please visit our website for more information about us: [www.agapeadoptions.org](http://www.agapeadoptions.org)

To apply, please email resume and letter of interest to Agape Adoptions at [agape@agapeadoptions.org](mailto:agape@agapeadoptions.org). Applications that do not include a cover letter of interest will not be considered.