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Medical Missions Program Assistant

About the Organization

One World Surgery (OWS) is a global nonprofit organization with the vision of a world committed to safe, timely and accessible surgical and primary care. One World Surgery's three cornerstone programs include operating global medical centers, leading medical missions, and supporting local medical communities through education and training. OWS funds and operates the world-class Holy Family Surgery Center in Honduras and the Saint Mother Teresa Medical Center in the Dominican Republic. Our mission is equally focused on providing access to medical care and igniting the spirit of service. We are dedicated to helping thousands of underserved patients receive surgical and primary care and helping hundreds of physicians, nurses and others contribute to making a positive impact on global health.

At One World Surgery, our teammates are passionate about our mission; the work we do and the people we serve energize us. Our values guide how we perform our work, and they shape our organizational culture. We embrace a growth mindset, constantly learning and sharing knowledge (*Education*). We are committed to achieving ever-higher standards and impactful results (*Excellence*). We promote accountability and reliability, both personally and collectively (*Responsibility*). We seek opportunities to serve others (*Spirit of Service*) and treat others and ourselves with dignity, respect, and grace (*Compassion*). We foster a sense of community with our volunteers, partners, donors, and patients, valuing different perspectives and cultures (*Community*).

Position Summary

The Medical Missions Program Assistant provides administrative, operational, and logistical support for One World Surgery's growing medical missions program in Honduras and the Dominican Republic. The Program Assistant communicates frequently with prospective and current volunteers and ensures that OWS has all the information necessary for safe and successful missions. This position also works closely with our Program Coordinators and to provide administrative program support.

Reports to: Program Manager, Medical Missions

Key Responsibilities

Volunteer Recruitment, Coordination, and Support

- Responds promptly to inquiries by email, phone, and text regarding OWS's Medical Mission program
- Guides volunteers from pre to post mission through a series of email communications and trip resources
- Supports volunteers through the application process in the Regpack application system
- Assigns applications in Regpack system to the appropriate coordinator for review
- Downloads medical mission trip reports from Regpack and uploads to SharePoint



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- Supports volunteers with scholarship process and coordinates booking of scholarship flights
- Supports relationship with travel management company (Diversity) and provides technical support to volunteers
- Supports relationship with fundraising platform (Empowered) and provides technical support to volunteers
- Purchases travel insurance for volunteers prior to travel
- Performs quarterly program fee audit and follows up with volunteers to recover outstanding payments
- Availability to be on-call at least one weekend per month (Friday evening-Sunday evening during waking hours); this entails supporting volunteers and Honduras/DR teammates remotely in the event of major travel delays or unforeseen circumstances during volunteer travels. On-call teammates must have consistent access to Whatsapp while on-call and be able to respond to a message/call within 30 minutes.

Additional Responsibilities, as requested

- May be assigned as main point of contact for trip leader and volunteers for some trips
- Supports the physician affiliation process to ensure doctors are accredited and licensed to volunteer
- Supports the volunteer background check process
- Performs additional administrative support for OWS programs
- Supports volunteers with transportation requests and coordinates with local team to arrange logistics for transportation outside normal volunteer travel windows
- Updates medical mission materials
- Provides administrative support for annual calendar launch process

Required Qualifications

- 2+ years of administrative, customer relations, or logistics experience
- Interest in non-profit sector and passion for service and global health
- Excellent customer service skills
- Excited to work on a diverse team that spans multiple countries
- Excellent English (written and verbal) skills
- Meticulous attention to detail and organizational skills
- Ability to manage and prioritize multiple projects and responsibilities at once
- Exceptional time-management skills with the ability to consistently meet deadlines
- Ability to quickly learn new technologies
- Outstanding verbal and written communication skills



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- Ability to work collaboratively in a team, but can also take initiative and work independently
- Reliable, fast, and secure home internet connection to support remote work requirements, including frequent video calls
- Consistent access to electricity and a contingency plan in case of electricity outages
- Consistent access and ability to use WhatsApp through a personal cell phone (which can be used for work-related communications) and an OWS-provided laptop computer
- A dedicated and quiet workspace to ensure focus and productivity during working hours
- Ability to travel and work at OWS site in San Pedro de Macoris at least 1-2 times per month as requested

Preferred Qualifications

- Bachelor's degree
- Experience in customer service
- Strong analytical and critical thinking skills
- Experience working, volunteering, or living in a multicultural environment

Location: This role is hybrid; The selected candidate will work from home the majority of the month and may be requested to work onsite at OWS in San Pedro de Macoris 1-2 days per month, as requested. The candidate must be based in the Dominican Republic with ability for occasional site visits – for mandatory team events and meetings – to our location in San Pedro de Macoris, Dominican Republic.

Status: Full-time. Hours are Monday-Friday, 8-4pm CST, with occasional nights and weekends as requested

To apply: <https://airtable.com/appluea1GFI0vhx5t/shrhOP6lINy3VDUdk>