

MINISTRY TITLE: Operations Coordinator
SUPERVISOR: Director of Operations
TIME COMMITMENT: 30 hours/week, majority in-office position
COMPENSATION: \$20/hour, PTO, and Paid Holidays
REVISED: 03/31/2025

MINISTRY:

- Understand and effectively communicate the Love INC ministry model
- Mobilize and equip the Church (administrative volunteers) to lead and facilitate our ministry
- Steward God's resources for maximum impact in the lives of our clients
- Has a heart to serve the Love INC Team through administrative support

LOVE INC CULTURE:

- A commitment to Love INC's mission, vision, core values, and statement of scripture and service
- A commitment to excellence in all areas of responsibility
- A commitment to confidentiality in all matters
- A commitment to servant leadership

SPIRITUAL REQUIREMENTS:

- Agreement with the Apostle's Creed with a commitment to the Church and its mandate to serve the poor and needy as an agent of transformation
- Abides by the Peacemaker Process and demonstrates understanding and effectively applies it to appropriate situations
- Exhibit a life of integrity and maturity in relationship with Christ and fellow believers and is consistent with 1 Timothy 3:1-13

ESSENTIAL FUNCTIONS:

Office Management + Oversight

- Train and oversee our admin support volunteers
 - Requires being present during admin support volunteer shifts (T-TH 11am-2pm)
 - Includes serving as the stand-in Community Care Lead when admin support volunteers are unavailable (rare)
 - Ongoing leadership of remote admin support volunteers via online meetings, emails, phone calls, etc.
 - Host quarterly (or bi-yearly) admin support meetings for ministry updates & further training on databases, etc.
 - Create a culture of honor and support among our admin support volunteers, encouraging often and providing course-correction when necessary
- Manage the organization and inventory of the office setting

- May include: office appearance, resources, praise board, conference room cleanliness
- Primary point of contact for office supplies, office equipment, IT systems, security systems, and phone systems
 - Includes serving as a liaison to our IT solution
- Oversee file storage and data security
- Maintain our printed materials inventory

Support for Human Resources

- Lead in administration for hiring, onboarding, and employee transitions
 - Includes leading select onboarding trainings as appropriate
- Maintain records for all staff in our physical and digital filing systems
- Provide leadership and coordination for personnel events such as holidays, birthdays, employment milestones, and goodbyes

Support for Accounting

- Oversee the process of physical & online funds in the database (fill in as needed- rare)
- Oversee the weekly contribution reports
- Oversee the filing of weekly contribution reports & deposits to the bank (fill in as needed-rare)
- Create checks as needed
- Oversee the Love INC Accounting Email
- Submit invoices for payment
- Assist staff members with coding receipts in Expensify

Database and Operations Support

- Assist staff in maintaining accurate databases of constituents and partners (including creation and adding notes/interactions, and running reports)
- Support staff in maintaining an accurate church partner map, and partner listing on our website
- Lead in critical data processes in support of our ministry programs
 - May include: tracking volunteer hours for clients, tracking long-term outcomes for clients, assisting with data entry for client intake process, etc...

General Administration

- Coordinate staff travel/conferences for events such as Love INC's National Gathering and the Global Leadership Summit (GLS)
- Track key organizational metrics and ensure they are prepared for monthly Key Performance Indicator (KPI) reviews
- Oversee the maintenance, standardization, and accuracy of our contact management database
- Support the Operations Director as needed

- May include coordinating meetings, relaying information to team members, checking in with staff regarding key objectives on behalf of the Operations Director, and providing reports to support the Operations Director in his/her work
- Support the Executive Director as needed
 - May include Coordinating Community Transformation (CT) meetings, recording minutes at CT meetings, running reports for CT meetings, sending communications on behalf of the Executive Director for CT groups

EDUCATION, EXPERIENCE, AND SKILLS REQUIREMENTS:

- 5-years equivalent experience as an executive assistant, administrative assistant, or office manager is preferred, but not required
- Observable passion and enthusiasm for the mission of Love INC and its clients
- Must model professionalism in all administrative processes and interactions to represent the ministry in the best manner possible
- Proficiency in Microsoft Office and the Google Business Suite
- Previous experience with database management is preferred, but not required
- Strong organizational and administrative skills
- Strong verbal and written communication skills
- Ability to take initiative and work in a team setting to ensure a positive, constructive environment
- Cultivates and maintains a culture of honor, prayer, and encouragement among staff & volunteers
- Ability to thrive in a flexible, fast-paced, and mission-growth environment while maintaining a professional, Christ-honoring attitude
- An eye for detail who sees what needs to be done and handles it without needing permission to act
- Ability to lead volunteers and create a strong team-like environment among our volunteers