



The Evangelical Covenant Church

JOB DESCRIPTION

Position:	Coordinator of Administrative Support
Mission Priority:	Serve Globally
Reports to:	Manager of Ministry Services
Supervises:	Volunteers and Interns
Status:	Non-exempt

Summary

The Coordinator of Administrative Support is responsible for coordinating the administrative support functions of the ministries of Serve Globally. This position provides project management and administrative support to the staff of Serve Globally (SG).

Together with the Manager of Ministry Services, the Coordinator will advance the ministry strategies and programs by providing professional, responsive, and timely support to the SG team and its diverse constituency. The effective functioning of this position will advance Covenant Kids Congo, Covenant World Relief, Paul Carlson Partnership, Merge Ministries and Missionary Personnel objectives to enable increased coordination and advance global mission efforts.

Essential Functions

- Engage in a professional, hospitable, and courteous manner in the ministry priority's electronic, phone and in-person communication with constituents.
- Improve and standardize processes across the ministries of Serve Globally to facilitate efficiency and enhance ministry collaboration.
- Apply best practices to develop, organize and maintain shared electronic and paper and files; update and create additional dossiers, as needed.
- Utilize various office machines and computer applications to expedite daily operations, procedures, or tasks.
- Process inquiries from ministry constituencies; respond and/or direct to the appropriate person according to need and on a timely basis.
- Engage in marketing and communication efforts: inform the development and process of marketing materials (brochures, web listings, etc.) and manage web posting/announcements.
- Develop, collect, manage and maintain databases and the corresponding data/information utilized by Serve Globally ministries.
- Ensure ministry priority's material and supplies inventory is maintained accordingly in workstations, storage; and as needed in the Covenant Bookstore.



- Make travel arrangements (flight, lodging, etc.) and manage event registration for staff and in accordance to travel policies.
- Provide hospitality and coordinate logistics for ministry priority's engagements (meetings, seminars, events, trainings, etc.). Process check requests for vendors or reimbursements for constituents (staff, pastors, instructors, etc.) accurately and in a timely manner.
- Formulate queries and reports using information derived from assessments, databases, and/or applications used by the ministry priority.
- Manage and produce incoming/outgoing correspondence, as requested.
- Conduct online research effectively to advance ministry priority's efforts, effectively and efficiently.
- Prioritize and manage multiple tasks with competing timelines, as requested by ministry priority's staff.
- Other duties as assigned, by the Manager of Ministry Services or Executive Minister of Serve Globally.

Education and Experience

Required:

- An associate degree or equivalent
- More than 3 years in an administrative role with heavy customer service emphasis, including experience supporting multiple staff
- Valid driver's license
- Advance proficiency in Microsoft and Windows applications, databases development and management, and web technologies. Type a minimum of 45 words per minute.

Preferred:

- Engagement in a multi-cultural context
- Experience in a ministry setting
- Personal engagement with the ECC (preferably minimum of 1-3 years)
- Proficient in the Spanish language (read, speak, write, proofread).
- Experience in cash handling and receipting or bookkeeping
- Familiarity with Raiser's Edge

Skills

- Capable to operate with discretion and confidentiality at all times.
- Works well under pressure and is able to accomplish multiple tasks, with conflicting priorities and timelines.
- Ability to track and report progress on a wide range of tasks, simultaneously.
- Detail oriented, strong organization, prioritization and time-management skills are eminent.



- Excels in attention to detail with high level of accuracy in the preparation of documents, reports, and correspondence.
- Understands administrative and clerical procedures and systems such as word processing, managing files and records, transcription, formatting and designing forms, and other office procedures.
- Capacity to respond to and deal with a range of ad hoc queries/requests.
- Maintains flexibility in approach and adjusts actions when appropriate.
- Coordinates and manage logistics for small and large meetings.
- Excellent management and people skills to embrace diversity of schedules, backgrounds, formats, contexts, etc.
- Mastery of math and English skills.
- Uses critical thinking skills, applying logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to address challenges.
- Self-starter, with the ability to work independently.

Environment Conditions

Able to work well in professional office setting, but occasionally works in remote locales. Must be willing to engage in domestic travel, occasionally. Must be versatile and able to work for prolonged segments sitting or standing. Must engage frequently with office tools and equipment, such as: computer, copier, phone, web-conferencing equipment, cell communication, printers, etc. Must be able to occasionally lift or move items, less than 35lbs.