



TOTAL Ministries

Telling Others They Are Loved

Job Description – Operations Coordinator

Position:	Operations Coordinator
Reports To:	Executive Director
Status:	Part Time, 25 to 28 hours a week
Purpose:	To coordinate the daily operations and activities associated with direct services of Emergency Assistance Program.

MINIMUM JOB REQUIREMENTS:

To qualify for this position, an individual must meet the following minimum job requirements:

- ❖ 2-year Associates Degree or equivalent experience.
- ❖ At least 2 years work experience in office environment or customer service. Experience and/or commitment to working with low income, special needs as plus.
- ❖ Effective oral and verbal communication skills.
- ❖ Excellent customer service skills.
- ❖ Knowledge of Microsoft Office (Outlook, Word, Excel, Access) and QuickBooks. Knowledge of CS4 or CS5 and E-Marketing software a plus.
- ❖ Basic organizational and multi-tasking skills.

JOB RESPONSIBILITIES:

The Operations Coordinator will be responsible for the management of activities associated with the **daily operations** of ensuring clients are served with dignity, but not limited to:

- ❖ Orientation and Training of Volunteer In-Take Counselors, Food Pantry Stockers, and Baggers.
- ❖ Maintaining a master volunteer schedule; as well as coordination of volunteer schedules to make sure appropriate staffing is in place to operate;
- ❖ Manage the screening, interviewing and analyzing of daily applications for assistance.
- ❖ Manage case management reporting/data collection as it relates to compliance for funding; as well as entry of data in Emergency Assistance county-wide database.
- ❖ Prepare weekly vendor payables for client payments for Emergency Assistance.



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The Operations Coordinator will be responsible for the management of **clerical and administrative functions** including, but not limited to:

- ❖ Answering phones;
- ❖ Gifts in Kind Shopping schedule and needs;
- ❖ Food Pantry needs;
- ❖ Coordination of quarterly newsletter mailing;
- ❖ Maintaining a tidy lobby and office suite;
- ❖ Supporting volunteer needs, including regularly thanking volunteers for their service; and maintaining appropriate records of volunteer service.

In addition to these job-specific responsibilities, the Operations Coordinator must fulfill the following organizational requirements:

- ❖ Uphold the mission, vision, and values of TOTAL Ministries
- ❖ Perform responsibilities in a dependable, honest manner demonstrating a high level of personal and professional ethics and integrity.
- ❖ Perform other assigned tasks and responsibilities as assigned by the Executive Director.

To Apply:

Submit a cover letter, resume and three references to:

Karen Bradley
Executive Director
karen@totalministires.org