Position Title: Connection Center Coordinator

Reports To: Executive Director

Position Overview – The successful candidate will support the Executive and Outreach Directors in executing all phases of the Love INC Ministry, with primary focus on Connection Center responsibilities. This position will require excellent verbal and written communication skills, adaptability in order to meet the fluctuating needs of this ministry, as well as the ability to prioritize and balance the demands of each area of the ministry as varying duties are assigned. The specific duties and responsibilities may evolve or be adjusted over time, based on the needs of the organization and the demands of the Connection Center.

Responsibilities and Duties:

Connection Center

- Functions as the primary Connection Center coordinator and is trained to cover all Connection Center responsibilities
- Oversees the work of Connection Center volunteers and assures they have all needed supplies
- Receives incoming calls and walk-ins when Reception Desk volunteers are unavailable
- Serves as the primary point of contact for the GAP ministries
    - Oversees the process of obtaining food for the food pantries by coordinating orders and monitoring onsite pantry
    - Communicates with GAP ministries regarding appointments
    - Identifies areas of need and suggests potential GAP ministries to Executive and Outreach Directors

Furniture

- Accepts furniture donations in accordance with guidelines for the furniture ministry
- Coordinates pickup and delivery as needed

Statistics

- Records Connection Center statistics on paper forms and in Charity Tracker, as appropriate
- Shares responsibility for completing statistical reports at the direction of the Directors

Administrative

- Works with Directors to create and prepare documents for presentations, mailings, and reports
- Assists Directors with interviewing, training and celebrating volunteers
- Assists the Directors in preparing for the annual banquet and related planning meetings

Qualifications:

- Outstanding organizational skills; detail-oriented; ability to handle multiple priorities effectively and under pressure.
- Personable demeanor; interpersonal skills; ability to teach and influence others.
- Adaptability and flexibility in a fast-paced environment.
- Excellent written and verbal communication skills; preference given to those with ability to speak multiple languages
- Ability to develop timelines and meet deadlines.
- Good office skills to include: keyboarding, word processing, filing, and telephone etiquette.
- Ability to handle problems efficiently and in a timely manner.
- Ability to work with a variety of people, but also possess the ability to work independently and take initiative.
- Experience supervising staff and/or volunteers.
- Computer skills, including use of MSWord, Excel, and email.
- Commitment to the Christian faith, one's own church, and the Church's mandate to serve the poor as an agent of transformation.
- Comfortable working and praying with Christians from many denominations.
- Fully committed to Love INC's mission, model, and statement of faith, without reservation. Fully embraces Love INC's core values.
- Demonstrated commitment to living under the guidance and accountability structure of one's own Christian church as one example of embracing Love INC's core values.

Preferred Experience:

Bachelor's degree and/or experience in social work, business administration, communications, management, organizational leadership, executive level ministry, community development, or a related field.