



## **Operations Coordinator**

**Title: Operations Coordinator**

**Status: Full-Time**

**Reports to: Founder**

### **Job Summary**

The Operations Coordinator is responsible for the successful leadership and management of the organization's operational processes. As such, this position is responsible for the successful strategic leadership and management of both internal BENCHMARK processes necessary for the daily operation of the organization, as well as external programs and ministry events.

### **Duties and Responsibilities**

1. Assist the Founder in building and managing an operating plan to exceed the goals of the organization through sound ministry, business, and financial practices.
2. Oversee planning and execution of ministry events, such as: site selection and procurement processes; external programming vendor selection and communication; planning and communication with external Chaplain's Partnership Initiative contacts, and on-site management of ministry event experiences.
3. Develop, manage, implement, and evaluate the day-to-day processes and operation of the organization and all strategic and programmatic initiatives toward the growth and expansion of the organization's ability to reach its mission.
4. Assist the Founder with inventory record-keeping and organizational data entry.
5. Assist the Founder with building and managing a monthly prayer team meeting.
6. Lead and manage other duties, as assigned.

### **Knowledge, Skills, and Abilities**

1. Experience and skills in leading, planning, and managing projects or events.
2. Must have exceptional organizational skills; be well-disciplined and able to meet deadlines.
3. Must possess good managerial skills and long-term planning skills
4. Ability to work with and teach individuals and teams with ease, tact, and/or diplomacy.
5. Ability to communicate in written and spoken form.
6. Position will require irregular schedule, extensive travel, and work over nights and weekends.
7. Skills in Apple/Mac, Microsoft Office suite, Google Workspace, Daylite (calendar, contacts, project management), and other CRM software.
8. Certification from an advanced wilderness first aid training program or equivalent.

## **Education and Experience**

1. Bachelor degree or equivalent experience in business, program development, project management, international relations, travel, or related field required.
2. Five years related experience or equivalent combination of education and experience in nonprofit management, business operations or related activities.

## **Personal Characteristics or Requirements** – This position should demonstrate competence in:

1. *Ethical Behavior*: Understands and ensures ethical behavior and the behavior of others are consistent and align with the values of the organization.
2. *High Integrity*: Models integrity in personal and work relationships which encourages and demonstrates reliability, honesty, truthfulness, and dependability.
3. *Faith Based Lifestyle*: The organization is faith based and incorporates such principles into its daily life. Carry yourself in a way that serves as an example to others.
4. *Ability to Build Relationships*: Establishes and maintains positive working relationships, both internally and externally to achieve the goals of the organization.
5. *Effective Communication*: Speaks, listens, and writes in a clear, thorough, concise, and timely manner using appropriate and effective communication tools and techniques.
6. *Focus on Client Needs*: Anticipates, understands, and responds to the needs of internal and external clients and donors to meet or exceed their expectations within the organizational and financial parameters.
7. *Teamwork*: Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
8. *Creativity/Innovation*: Develops new and unique opportunities to improve the organization's potential.
9. *Planner*: Determines strategies to move the organization forward, sets goals, creates and implements action plans, and evaluates the process and results.
10. *Organization and Processes*: Brings structure and processes to the work; setting priorities and schedules; and monitoring and tracking progress towards goals.
11. *Flexible and Proactive Self-Starter*: Proactively initiates, creates, and implements plans in a timely manner. Remains flexible to changing needs of the organization and staff.
12. *Think Strategically*: Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.