



MINISTRY DESCRIPTION

Title: Operations Coordinator

Department: International Program (IP)

Reports to: Vice President of International Program

Schedule: Regular, Full-Time

FLSA: Non-Exempt

Ministry Function:

The Operations Coordinator supports the ministry of Convoy of Hope (COH) by working closely with field and headquarter International Program leadership to ensure implementation of operations deliverables.

Essential Duties and Responsibilities:

1. Coordinate, create and maintain the processing, communication and documentation required for day to day operations, Administration and Finance functions.
2. Maintain and gather information required for org-wide program country calendars.
3. Monitor, and respond to internal program country trip requests within IT ticketing system by communicating closely with Regional Field Operations Directors.
4. Notify Assemblies of God World Missions (AGWM) Regional and Area Directors of all COH travel when related to Speed The Light and Missionary interaction and process minutes through AGWM Headquarters.
5. Support and assist National offices as needed, including, but not limited to annual Operational Planning.
6. Assists with communication between COH departments and field leadership for troubleshooting purposes.
7. Assist with global fleet management system implementation and monitoring.
8. All other duties as assigned.

Required Knowledge, Skills, and Abilities:

1. Bachelor's degree in relevant field preferred; High School diploma or equivalent required.
2. 3+ years of relevant work experience required; international work experience strongly preferred.
3. Position based in Springfield, Missouri.
4. Significant cultural understanding and awareness is required to handle sensitive issues and maintain vital relationships.
5. Consultative problem-solving skills; possesses the ability to remain calm under pressure and maintain tact in difficult situations.
6. Demonstrated organizational skills, ability to be detailed oriented and to follow through.
7. Exceptional written, oral, interpersonal, presentation and computer skills.

8. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
9. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
10. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities:

This person may supervise volunteers as needed.

Created: July 30, 2018