

Position Description

Role Title	Ministry Services Coordinator
Reports to	Ministry Services Manager
Direct Reports	Nil
Department	Operations
Working Location	Mackenzie
Load	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time: 3 days/week <input type="checkbox"/> Casual <input type="checkbox"/> Includes Sundays

Purpose of Role
The Ministry Services Coordinator is responsible for the coordination of office management processes including reception and systems support. The role provides support to the Ministry Services Manager to ensure the church database, volunteer training platform and staff ICT platforms are operational and staff are supported in their use of these systems.

Primary Relationships	
Internal	Ministry Services Manager, Operations Director, Production Technician, Campus Life Pastor
External	Visitors, suppliers, congregants and members.

Primary Responsibilities	Primary Outcomes	Performance Measure
Systems Administration	<ul style="list-style-type: none"> Administration and on-going development of systems relating to Blue Cards, membership, internal calendar and room bookings. UCare (church database) support for staff and volunteers including training, implementation and troubleshooting. Staff support for our volunteer training platform (Powerhouse). 	<ul style="list-style-type: none"> Supported and equipped staff via effective training Project efficiency Quality relationships and high service levels with key stakeholders
Ministry Support	<ul style="list-style-type: none"> Ordering of office supplies Assistance with training of administration tasks including printing, lanyard creation 	<ul style="list-style-type: none"> Staff supported with efficient and effective services and systems Staff trained in use of systems and devices
First Contact	<ul style="list-style-type: none"> Office administration duties including phone, email and walk in enquiries. Facilitation of information for members, congregants and visitors, and referral to Pastoral staff when required Coordination of incoming and outgoing deliveries and mail. 	<ul style="list-style-type: none"> Efficient communication in a timely manner Friendly environment created for those making contact via phone, email or walk ins
Workplace Health & Safety	<ul style="list-style-type: none"> Effectiveness/Safety 	<ul style="list-style-type: none"> No avoidable incidents/accidents

Core Competencies

- Demonstrated high level communication, consultation and interpersonal skills
- Understanding of WH&S policies and safe work/environment practices
- Demonstrated understanding of pastoral care
- Demonstrated experience and competency in managing online systems and processes
- Demonstrated ability to provide basic computer and online systems support
- Ability to adapt quickly and learn new applications
- Demonstrated experience to manage projects and deliver to deadlines

Key Characteristics

- Personal and growing relationship with Jesus
- Demonstrated Christlike character
- Regularly attends and is part of the life and community of Gateway Baptist Church
- Upholds the mission, vision and values of Gateway Baptist Church
- Able to work autonomously and collaborate with a team
- Solution orientated, highly organised and has a high attention to detail
- Competent problem solver

As a Gateway staff team, we value growing intentionally, communicating courageously, achieving collaboratively and encouraging extravagantly.