

JOB DESCRIPTION

Job Title:	Ministry Account Advisor
Location:	Abbotsford, BC St. Catharines, ON
Reports To:	Ministry Account Advisor Manager
Salary:	TBD
Position:	Full-Time Permanent

About Us

We help ministries that have their boots on the ground -organizations that meet people where they are—whether on the streets, in shelters, or in neighborhoods—bringing practical help and the hope of the gospel to the nations. Rooted in a Christ-centered mission, we believe unity multiplies impact, empowering ministries to transform lives and strengthen communities in ways none of us could achieve alone.

At The Great Commission (GC), we carry the unseen load—donations, accounting, wages, compliance—so the mission never has to pause. Our ministries carry the gospel. We carry them.

Role Summary

The Ministry Account Advisor serves as the primary point of contact for The GC's Ministries, delivering exceptional customer service to support ministry work, both domestically and internationally. This role guides ministries on charitable compliance requirements of the Canada Revenue Agency (CRA), advocates for Agents by liaising with other departments and providing tailored resources to help the ministry flourish. The ideal candidate is an organized, detail-oriented professional with strong customer service and administrative skills, a passion for problem-solving, and a commitment to advancing the Great Commission.

Key Responsibilities

- Manage correspondence with Agents, addressing inquiries related to payroll, benefits, expense claims, advance clearings, CRA compliance, donations, and reports.
- Ensure Direction and Control is exercised over the use of funds for Agent projects.
- Support Agents in utilizing the GC's event tools to plan and execute promotional events for the projects.
- Monitor project activities through websites, quarterly reports, newsletters, and other channels to ensure alignment with charitable purposes and organizational goals.
- Review Agents' social media content to confirm adherence to CRA guidelines.
- Facilitate communication with Partnering Organizations and Agent Advisory Teams.
- Act as a liaison between Agents and the GC support teams, including IT, accounting, and donations.
- Provide guidance and resources to empower Agents in their ministry work.

Knowledge, Skills & Competencies

- Post-secondary education is an asset.
- Familiarity with Christian ministry operations and the global mission landscape.
- Minimum 5 years of experience in customer service and administration.
- Strong verbal and written communication skills for engaging diverse stakeholders.
- Strong problem-solving and critical thinking to address Agent challenges effectively.
- High attention to detail and accuracy in managing administrative tasks.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and CRM systems.
- Ability to multitask and prioritize in a fast-paced, dynamic environment.
- Empathy and cultural sensitivity to support Agents working in varied global contexts.
- Conflict resolution and diplomacy when navigating sensitive issues with Ministries.
- Collaborative teamwork to coordinate with internal support teams (e.g. IT, A/P, Compliance).
- Adaptability to learn and implement new tools or processes.
- Awareness of data privacy and confidentiality standards in administrative work.
- Passion for supporting Christian ministries and advancing charitable objectives.

APPLY

Interested individuals should forward a PDF of their resume with cover letter to: hr@thegc.org

You are invited to complete a TRAITS Assessment*

As part of our process, we ask interested applicants to complete a short TRAITS survey. This survey should take about 20 minutes to complete.

To begin the TRAITS assessment, click the link below or copy and paste it into your search browser.

<https://app.traits.com/survey/64b378d4-47a4-49b9-adc8-aadc5673ceb1>