

## JOB DESCRIPTION

<b>Job Title:</b>	Ministry Intake Coordinator
<b>Location:</b>	St. Catherines, ON / Abbotsford, BC /Colorado Springs, CO
<b>Reports to:</b>	Applications Manager
<b>Salary:</b>	\$21.00 – 24.00 per hour
<b>Position:</b>	Full Time, Permanent

### Job Summary:

As the Ministry Intake Coordinator (“MIC”), your previous experience in sales and customer service will be used in the service of Jesus Christ. You will be one of the first points of contact with potential ministry clients, ensuring a seamless and professional introduction to our organization. Through video conferencing and email correspondence you will pre-screen, qualify, and guide prospective applicants, in order to help them navigate the application process with confidence and clarity. Through your attention to detail and proactive communication, you not only protect organizational integrity but also empower ministries to stay focused on their calling, with less worry and stress. This position is foundational to building impactful relationships, enabling ministry work to flourish globally.

### Organizational Profile:

The Great Commission Foundation (the “GC”) is a team of skilled administrative and accounting personnel dedicated to using their talents and expertise to enable people to follow God’s calling to fulfill the Great Commission of Jesus Christ. The Great Commission Foundation is registered with the Canada Revenue Agency to do charitable work.

The GC has operations in Canada and the US (through its affiliate, the Friends of the Great Commission) that empower over 500 organizations to serve in over 100 countries around the globe. The GC works exclusively with Christian ministries and projects in a dynamic cooperative relationship. Ministries and projects engage in outreach activities and provide on-site personnel on the mission field, while the GC provides essential administrative and accounting expertise. The GC enables our agents, partners and clients to focus on the ministry work to which God has called them. It is a team effort working towards common goals: the advancement of the Christian faith, the furtherance of education, and the relief of poverty.

## KEY RESPONSIBILITIES

### Inbound Lead Management and Qualifying:

- Pre-screen and qualify inbound leads prior to initial contact.
- Assess basic eligibility according to organizational criteria and identify alignment or concerns.
- Arrange initial voice/video interview.

**Interview and Evaluation:**

- Conduct interviews with prospective inbound agents to assess their fit and readiness for partnership.
- Identify and address risks or challenges while promoting organizational services and solutions.
- Set clear expectations by outlining the nature of the relationship and the support we offer.
- Represent the organization with professionalism to build credibility and trust.
- Invite qualified prospects to formally apply.

**Application Process and Support**

- Guide all applicants through the application process, ensuring all required documents are accurately completed. (Note – applications can originate from both the inbound lead stream or the outbound ministry development team).
- Recommend tailored solutions for applicants, helping them navigate unique challenges.

**Risk Assessment and Approval**

- Evaluate potential risks and ensure proper documentation to protect organizational integrity.
- Present informed recommendations for applicant approval, supported by research and analysis.

**Administrative and Operational Support:**

- Regularly update CRM systems to ensure accurate data for operational and marketing teams.
- Transition relationships to other departments for ongoing support and collaboration.
- Perform minor administrative tasks to enhance team efficiency and ensure process completion.

**\*And other duties as assigned.****CORE COMPETENCIES:**

- Strong interpersonal and communication skills to build trust and foster relationships.
- Organizational and research skills to manage details and assess eligibility.
- A proactive, problem-solving mindset to navigate challenges and improve processes.
- Customer focused and relational.
- Detailed oriented.
- Decision making using data, sound judgment, reasoning, and discretion.
- Emotional intelligence.
- Excellent verbal and written communication skills.
- Active listener. Seeks to understand and able to resolve conflict.
- Effective planning, organizing, and prioritizing skills.
- Accountability and dependability.
- Critical thinking and problem-solving abilities.

**QUALIFICATIONS:**

- Three years of previous experience in sales or customer service.
- A passion and experience in serving and advancing ministry and charities is an asset.
- Proficiency with Microsoft Office applications.
- Possess professional maturity, sensitivity with different cultures, and impeccable integrity that exemplify the Ministry's values.
- In agreement with the Statement of Faith and Code of Conduct of the Ministry and aligned with the mission, vision, and values of the organization.

**What We Offer:**

This is an opportunity to make a meaningful impact by empowering ministries to focus on their calling. As part of our team, you'll play a foundational role in building partnerships that enable ministry work to flourish globally while protecting the integrity of our organization.

**How to Apply:**

- Qualified and interested candidates are invited to **submit a PDF of their resume and cover letter to [hr@thegc.org](mailto:hr@thegc.org)**. Please include "Ministry Intake Coordinator" in the subject line of your email.
- **Please complete the TRAITS assessment** using the link below. Copy and paste the link into your search browser:  
<https://app.traits.com/survey/c2da8700-3202-4881-bc19-114cd16805dc>