

Job Description

Job Title:	Ministry Account Advisor
Location:	Abbotsford, BC Colorado Springs, CO St. Catharines, ON
Reports to:	Ministry Account Advisor Team Manager
Salary:	\$42,900 – 48,000 CAD
Position:	Full-Time Permanent

Role Overview:

The Ministry Account Advisor serves as the primary point of contact for TGCF's Agents, delivering exceptional customer service to support their 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.

Organizational Profile:

The Great Commission Foundation (The "GCM") is a registered Canadian charity dedicated to empowering Christian ministries to fulfill the Great Commission of Jesus Christ. Our team of skilled administrative and accounting professionals supports over 800 organizations across 120+ countries, in collaboration with our U.S. affiliate, Friends of the Great Commission. By providing essential administrative expertise, the GCM enables Agents and Partners to focus on their calling—advancing the Christian faith, promoting education, and alleviating poverty—through a dynamic, cooperative partnership.

Main Responsibilities & Activities:

- Manage correspondence with Agents, addressing inquiries related to payroll, benefits, expense claims, advance clearings, CRA compliance, donations, and reports.
- Support Agents in utilizing the GCM's event tools to plan and execute promotional events for their Projects.
- Monitor Project activities through websites, quarterly reports, newsletters, and other channels to ensure alignment with 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 GCM 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.com

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.

**If you have already completed a TRAITS assessment, you do not need to complete another.*

To begin the TRAITS assessment, click the link below or copy and paste it into your search browser. <https://app.traits.com/survey/cde6934e-10b5-4b1a-9103-0b99feb789aa>