



## Operations Coordinator

**Arrive Ministries** is a Christian nonprofit seeking life transformation for refugees, immigrants, and the Church. We live out God's command to welcome refugees and immigrants by providing direct program services, mobilizing the church, and calling our communities to respond Biblically.

**Job Summary:** The Operations Coordinator carries out the administrative functions of Arrive Ministries, including general operations, office logistics, building usage, company vehicles, front desk operations and database maintenance. Special project support is provided for staff onboarding, staff and public event coordination, and other special projects as assigned.

### Operations Management (50%)

- Provide training and support to program managers on financial policy changes, credit card purchasing, and reimbursements, sending out regular deadline reminders
- Manage subscriptions and merchant accounts: setting up accounts, managing users and coordinating with Transform MN for any financial reporting or documentation.
- Process computer purchases, cell phone plan management, tech purchases and storage and software upgrades and staff training.
- Provide support to program managers for new staff office, equipment, onboarding packet, mandatory training tracking, and updating staffing documentation.
- Develop a working knowledge of Arrive Ministries databases (Dynamics, Abila, Sharepoint, etc), coordinating reporting, data validation, file maintenance, and the training of staff
- Maintain a monthly dashboard of key metrics for program outcomes and reporting.
- Process new volunteer applications and background checks.
- Coordinate staff activities for summer picnics, Christmas parties, staff meetings, annual celebrations, special events and birthdays and anniversary acknowledgements.

### Office Management (35%)

- Manage building usage and upkeep for Arrive's classrooms, meeting rooms, break room, storage areas and front office.
- Coordinate regular maintenance on company vehicles, annual tab renewal, insurance documentation.
- Maintain office equipment and supplies inventory and office set up for new hires or office/cubicle relocations in collaboration with program managers.
- Oversee and support the front desk coverage and best practices for greeting guests and responding to office or volunteer emails as well as the phone system and general voicemails.
- Contribute to the policies and manage practices for maintaining office protocols.

### Special Projects (15%)

- Assist with event coordination, scheduling events, coordinating logistics and arranging meetings as needed – in collaboration with the Engagement Team.



- Document processes that promote best-practices
- Provide project support for program managers / departments
- Provide general assistance to the Executive Director and/or Management Team.

**Knowledge and Skills Required:**

- Demonstrated relationship with Jesus Christ
- Excellent time management, organization, and problem-solving abilities
- Able to speak, read, and write in the English language
- Competency using computer applications for database, Microsoft products, and other programs
- Minimum 3-years of office administration experience
- Project management experience
- 4-year college degree preferred
- Valid MN Driver's license with proof of insurance and good driving record
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values, and Code of Conduct

**Additional Information:**

- Reporting relationship: Church Mobilization Director
- Workflow Collaboration Relationships: Provides support to the Management, Engagement, and Supervisor teams.
- Hours: Regular office hours 8:30am-5pm, with flexibility to work occasional evenings for events

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