

WORLDWIDE DISCIPLESHIP ASSOCIATION

# SERVICES COORDINATOR



SERVE GOD'S PEOPLE.  
IMPACT THE NATIONS FOR CHRIST.



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# SERVICES COORDINATOR

**Job Title:** Services Coordinator

**Department:** HQ

**Reports to:** Director of Operations

**Status:** Part-time (28/hrs per week)

**Compensation:** \$1,680 - \$2,100 per month

The WDA **Services Coordinator** is responsible for providing excellent care and service to WDA's staff, donors, customers, and vendors.

The Services Coordinator helps take care of WDA's HQ office site and assists those who interact with the WDA main office - staff, donors, customers, and vendors - seeking to meet their needs or connect them with the person or department that can best serve them.

Additionally, the Services Coordinator will assist with administrative projects and special events to optimize WDA's mission to fulfill the Great Commission.

## **Qualifications:**

- Christian / Passionate about discipleship
  - Able to model high morale & contribute positively to WDA's culture
  - Humble, compassionate & focused work ethic
  - 2-3 years administrative or office management experience
  - Excellent & joyful customer service skills
  - Ability to meet deadlines with high attention to detail
  - High integrity and discretion
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## Position Duties + Responsibilities

The Services Coordinator position holds a variety of responsibilities ensuring that the office's needs and people's needs are being met in a smooth, efficient, and responsible manner that brings glory to God. This person must be trustworthy with confidential, financial information and must bring a level of drive, joy, and excellence to their work. Must possess strong customer service skillset and experience.

### Office & Staff Support:

Responsible for maintaining a welcoming, clean, and professional environment. Ensure that supplies are well stocked, group meeting rooms and common areas are well-maintained and stocked, and special events or meals are set up and torn down. Helps contribute to a high positive morale among staff and constituents.

- Ensure phones & front door are always covered, offering assistance. You will be the face and voice of WDA when people come in or call in!
- Assist with garbage removal, office sorting, and clean up as needed.
- Communicate as needed with HQ staff about upcoming events, meals, activities, etc.
- Manage paper, envelope & grocery restock.
- Manage/respond to [info@disciplebuilding.org](mailto:info@disciplebuilding.org).
- Address personal conflict, confusion, or miscommunication quickly and directly (in person).
- Order supplies & food as needed for meetings & events.
- Provide administrative support as needed.
- Stop by the post office or other venues as needed.
- Upload recorded staff meetings or minutes to staff shared drive or to WDA's youtube account as appropriate, then email video link & pertinent attachments to staff.
- Pray with others as prompted by the Holy Spirit.

### Donor Services:

- Assist donors with transactions over the phone.
  - Manage/respond to donor inquiries that come to [gifts@disciplebuilding.org](mailto:gifts@disciplebuilding.org) (with some exceptions requiring a direct response from another team member).
  - Complete IRA QCD letters as needed.
  - Follow up with failed transactions via phone & email every week (keep it at zero).
  - Provide backup donation entry as needed.
  - Assist with donor thank you cards as needed.
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### **Orders/Inventory Management:**

- Assist customers & process orders. Fulfill through Kindle Direct Publishing.
- “Fulfill” Neon orders every day (keep the dashboard at zero).
- Keep book inventory stocked & updated.
- Manage book inventory count in Neon.
- Develop or update Neon products and website product pages for new books, PDFs & other store products.

### **Event Coordination:**

- Assist WDA in putting on special events, including but not limited to set up & tear down, ordering materials & supplies, obtaining quotes

### **Special Projects:**

- Assist on various special projects (usually 1 thing at a time)
- Examples of Special Projects are:
  - Bookstore Product Pages on website
  - Uploading Stories & blogs to website
  - Mailing Lists / Bulk Mail

Expected to assist on all tasks assigned by their direct supervisor.

## **Desired Outcomes**

- Make each WDA staff member or constituent feel seen & valued
  - Meet the needs of staff, donors, and customers efficiently & effectively
  - Keep failed transactions & pending orders in Neon CRM to zero
  - Maintain confidence with financial and donor information
  - Deliver project assignments diligently
  - Increase office and ministry morale (set the tone for others)
  - All efforts support the end goal of people being disciplined, actively discipling others, or supporting discipleship financially
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### **The option & ministry of Support Raising:**

Because employees at WDA are serving the mission of worldwide discipleship, they are invited to raise personal support. This may be a great way to get one's church or mission-minded networks excited about supporting the Great Commission. The act of raising support maximizes the employee's pay while maturing disciplines of faith, communication, generosity, and ministry in the employee.

- Work with director to set support raising benchmarks.
- Develop a presentation to share your ministry with WDA to missional people.
- Schedule donor & support meetings.
- Communicate regularly with your network about your ministry work.

## **About WDA**

**WDA's mission is to serve the Church worldwide** by developing Christlike character in people and equipping them to disciple others according to the pattern Jesus used to train His disciples.

In 1974, WDA began as a campus ministry emphasizing replicable discipleship (spiritual mentorship) and Christian maturity. **Now, 50 years later, WDA operates in more than 70 countries** equipping disciple-making leaders who develop life-long followers of Jesus Christ.

Based on Jesus' ministry to His own disciples, WDA has developed an intentional and progressive growth curriculum for Christians, **training pathways for disciple-making leaders**, and relational small group experiences to help people flourish in Christ.

Learn more about WDA at [disciplebuilding.org](http://disciplebuilding.org).

### **Email CV and Cover Letter:**

[careers@disciplebuilding.org](mailto:careers@disciplebuilding.org)

770-460-1337

P.O. Box 142437

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