



# HILL COUNTRY

## BIBLE CHURCH

### **JOB DESCRIPTION** **BENEVOLENCE MINISTRY ADMINISTRATIVE COORDINATOR**

Job Classification: Full Time; Non-Exempt

Date: January 2020

#### **OUTCOMES AND RESULTS – SUCCESS IN THIS POSITION WILL RESULT IN:**

1. People who request benevolence-related assistance are valued and cared for with timely, compassionate and accurate responses (phone calls, e-mails and in-person visits).
2. People are effectively directed to the right people/resources to assess and care for their spiritual and physical needs.
3. The Benevolence Ministry (including Pastor/Director, Benevolence Team and other key volunteers) receive effective administrative support to operate successfully (including scheduling of appointments, ongoing communication, tracking/documentation, office management, follow-up, etc.).
4. The financial process (tracking and documentation of benevolence ministry funds, yearly budget, check requests, distribution, weekly and monthly reports, etc.) is handled with excellence, accuracy and confidentiality.
5. Ministers-On-Call (MOC), Small Groups Leaders and others (who respond to Benevolence requests) receive support on a practical level so they may minister on a spiritual level to introduce “the One” to Jesus.
6. There is high collaboration and strong communication across all ministries and campuses to serve people in need and to move the mission forward in saturating Greater Austin with the love of Jesus.

#### **MAJOR RESPONSIBILITIES AND ACTIVITIES:**

1. Provide administrative support for the Benevolence Ministry, including Pastor/Director, Benevolence Team, MOC and support to key volunteers/leaders across all campuses of Hill Country Bible Church.
2. Ensure an effective Benevolence intake/outtake process is in place for receiving requests, scheduling appointments and connecting clients with Pastors/Directors/MOC's and other leaders to tend to physical and spiritual needs.
3. Connect with people throughout the day; receive phone calls, meet with walk-ins (Lakeline Campus only), respond to e-mails, schedule appointments and process applications; own the documentation process.
4. Serve as the liaison for helping people take next steps with their Benevolence-related needs.
5. Proactively and effectively communicate with those being helped/served as well as with staff and lay leaders who are interacting with those requesting assistance. Ensure each person has what they need to take next steps.
6. Make all approved benevolence payments for Benevolence Ministry clients; enter payments on excel spreadsheet as well as Charity Tracker database.
7. Communicate with your supervisor about all financial information, needs and other budgetary factors on an ongoing basis.
8. Maintain excel spreadsheet for tracking all City of Austin Plus 1 payments; attend all mandatory Plus 1 Partner meetings, complete annual Plus 1 Partner application and meet with City of Austin representative for annual on-site visit.
9. Prepare the weekly Benevolence Ministry expenditure report; prepare the monthly Benevolence Ministry expenditure report.
10. Meet regularly with your supervisor, Benevolence Team, Congregational Care Pastor, and others across multiple campuses; attend weekly staff meetings (Unite).
11. Facilitate vehicle donations; prepare necessary paperwork and meet recipient at the county tax office to take care of title transfer paperwork.
12. Perform monthly credit card reconciliation for Pastor/Directors you support and for yourself.
13. Maintain HEB gift card supply and track inventory on hand; purchase gift cards as needed.
14. Send Servant on Standby (SOS) requests in Arena when received.
15. Update client contact information in Arena including Evangelization & Assimilation and relevant Program tags/Service tags as applicable.
16. Maintain copies of ministry resource handouts for Benevolence Team, MOC and others as needed; maintain supply of bottled water, outreach bibles and office supplies.
17. Connection and alignment with the Congregational Care Pastor; occasional administrative tasks for Freedom in Christ and Prayer Ministries.
18. Successful service on the overall staff of Hill Country Bible Church; participation and ownership of our mission, vision and church goals; special projects as needed/assigned.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. High level organizational skills with the ability to handle multiple projects congruently (with frequent interruptions in a fast-paced environment).

2. Administrative experience and proficiencies in Microsoft Office Suite (primarily Outlook, Word and Excel); able to use a Mac Computer.
3. Mature Christ follower; theologically aligns with the core beliefs of HCBC and becomes a church member within 3 months of hire (if not already a member).
4. Passion for people (extrovert preferred) and experience dealing with people in crisis; ability to be empathetic and compassionate, as well as firm when needed; emotionally mature and resilient.
5. High level of professional discretion; ability to “let go” of the decision-making process as appropriate.
6. Must be able to lift 20 pounds and walk a large campus (including stairs) daily; able to work overtime when needed; availability to volunteer for Christmas Eve and Easter services.
7. Must have their own vehicle for City of Austin Plus 1 Partner meetings and trips to county tax office as needed.
8. Sees themselves as an owner of the mission, vision, core values and pathway of Hill Country Bible Church.

**CULTURE AND CLIMATE:**

1. Position reports to Congregational Care Pastor and Benevolence Pastor/Director
2. Staff culture is goal-oriented, collaborative with accountability; priority of personal evangelism
3. Core Values: Responding to God's Word, Engaging Generations, Celebrating Life Change, Thinking Beyond Ourselves