

JOB DESCRIPTION

Job Title: Ministry Coordinator

Department: Development/Admin

Reports to: Chief Operating Officer

Effective Date: September 15, 2026

For more than 60 years, Guidelines international has shared the message of Jesus Christ with people around the world through practical, Bible-based content. Working with ministry partners, we create, translate and distribute content in heart languages through radio, podcast, video and social media.

Our mission is simple: **To start conversations that move people toward Jesus.**

Job Summary:

Guidelines International is seeking a highly organized and service-minded professional to support the Development and Executive teams. This role blends executive administrative support, office operations and event hospitality. The ideal candidate is comfortable moving between detail-heavy administrative work, donor-facing warmth, and hands-on hospitality tasks — often in the same day.

Duties and Responsibilities:

Donor Relations Support:

- Process incoming donor mail, gifts, and receipts (digital and paper)
- Enter cash and check donations
- Create and manage constituent profiles in Customer Relationship Management System (CRM)
- Format monthly donor receipt letters in CRM
- Coordinate donor meetings, stewardship visits, and follow-up tasks
- Prepare donor materials for department meetings and events
- Maintain donor interaction history and documentation in CRM
- Take donor calls; process phone donations; pray with donors when needed
- Prepare and mail new donor packets, birthday cards, and prayer cards
- Source and prepare donor gifts when needed

Administrative Support:

- Assist executive team with tasks such as calendar, scheduling, and meeting logistics
- Draft and send correspondence; track follow-up items
- Coordinate board meeting logistics, preparing any materials needed for the meeting
- Coordinate travel logistics (flights, rental cars, itineraries, welcome materials)
- Answer inbound calls; process incoming and outgoing mail
- Order and restock office supplies; monitor inventory and anticipate needs

Events & Hospitality:

- Greet all ministry guests
- Ensure all kitchen and hospitality supplies are stocked
- Plan and staff donor lunches, dinners, and guest visits (shopping, food orders/pickup, meal prep and service, setup/cleanup, dishes, linens)
- Manage the office kitchen as part of overall hospitality (stocking, cleanliness, guest readiness)

*Other Duties as Required***Required Skills/Abilities**

- **Strong personal commitment** to Jesus Christ and Guidelines' Purpose, Mission Statement, Statement of Faith and Biblical Standards of Faith and Conduct. The employee must affirm and uphold these commitments and demonstrate conduct consistent with Guidelines' Biblical beliefs, values, mission and ministry witness.
- **Written Communication:** Strong written communication and attention to detail.
- **Discretion:** Comfortable handling confidential donor and financial information with discretion.
- **Service Orientation:** A collaborative, service-oriented approach — the hospitality component of this role is outward facing as well as administrative.
- **Tech/Software Proficiency:** Microsoft Office (Word, Outlook, Excel, PowerPoint, SharePoint), Slack, CRM experience helpful, and a willingness to learn new software.

Education and Experience

- Bachelor's Degree
- **Experience:** 5+ years in administrative or office management role, hospitality and events with non-profit, ministry experience preferred.

Desired Characteristics:

- **Emotional Intelligence:** Mature and composed with excellent interpersonal skills to engage with a wide variety of people.
- **Energetic:** Enthusiastic and proactive in handling tasks and responsibilities.
- **Flexible:** Ability to multitask and adjust priorities in a fast-paced environment.
- **Self-Starting:** Anticipates needs, works independently, and solves problems with professionalism and discretion.
- **Organizational:** Highly detail-oriented and skilled at keeping team tasks organized.
- **Hospitality-Minded:** Genuine warmth serving guests and donors, moving easily between quiet administrative work and hands-on hospitality tasks.
- **In-Office Commitment:** Ability to work in the office five days a week, with occasional evenings for donor events.

Physical Requirements

Able to lift and carry event and kitchen supplies; a mix of desk-based administrative work and active, on-your-feet hospitality tasks; ability to work occasional evenings for donor events.

FLSA Classification

Non-Exempt

Salary/Hours/Benefits:

- Full-time hourly (40 hours a week)
- Hourly rate range: \$25-\$32/hour
- Guidelines offers competitive benefits and compensation packages to employees, including but not limited to medical insurance, paid holidays, paid vacation sick leave and a 403(b)-retirement plan.

Location

- Mission Viejo, California