

Midland's Open Door

Job Description

The life-transforming power of the gospel of Christ calls us to walk with the homeless, hungry and hurting, modeling God's love through biblical hospitality and supportive services.

Position Title	Operations Coordinator
Supervisor	Executive Director
Effective Date	05/12/2024
Status	Full-time

Summary

The Operations Coordinator ensures the efficient daily operations of the organization by managing human resources, bookkeeping, donor processing, and facilities support functions. This key position supports organizational accuracy, compliance, and sustainability, and works closely with the Executive Director and leadership team to further the organization's mission.

Essential Functions

Human Resources (HR) Support

- Maintain and update employee records and personnel files.
- Assist with onboarding, benefits enrollment, and offboarding processes.
- Coordinate payroll processing with external payroll providers.
- Coordinate staff benefits, and time-off tracking.
- Ensure compliance with employment laws and internal HR policies.

Bookkeeping & Financial Administration

- Record and categorize financial transactions using QuickBooks.
- Reconcile bank and credit card accounts; assist with monthly and quarterly financial reports.
- Process accounts payable and receivable in a timely and accurate manner.
- Support budget monitoring, grant reporting, and annual financial reviews or audits.

Donor Processing & Development Support

- Accurately record and acknowledge all donations in the donor database.
- Generate donation receipts, thank-you letters, and year-end giving statements.
- Support the preparation of donor reports, fundraising campaigns, and events.
- Maintain confidentiality and integrity of donor data in accordance with data privacy best practices.

Facilities Oversight

- Serve as primary contact for external vendors and service providers.
- Track contracts, invoices, and payment schedules.
- Ensure cost-effective purchasing and monitor vendor performance.

- Oversee and coordinate tasks with the Facilities Technician to ensure building maintenance and readiness.

General

- Have an overall working knowledge of the philosophy, policy, program and development of MOD in order to promote the ministry and help accomplish organizational goals.
- Work to protect the reputation of the ministry and dignity of the guests in all events.
- Attend MOD sponsored meetings and events, including religious activities, as directed.
- Position will require some travel to other facilities and/or special events.
- Participate in Sunday shelter rotation.
- Perform other duties as assigned.

Qualifications

- Must provide a clear biblical testimony of a personal experience of receiving, by faith, the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13; Ephesians 4:20-32; Philippians 1:9-11, 3:7-11).
- Actively seek the unity of believers.
- Exhibit Christian maturity and be a member in good standing of a Christ-centered church.
- Display compassion for hurting people, regardless of the person's background.

Education and experience

- Must have a bachelor's degree and 2–4 years of administrative, HR, or finance experience (nonprofit experience strongly preferred).

Skills and Abilities

- Strong proficiency with Microsoft Excel and accounting software (QuickBooks preferred).
- Experience with donor management systems or CRM platforms.
- Proficient in Microsoft office products (Outlook, Word, Publisher and Excel).
- Professionalism, discretion, and reliability in handling sensitive or confidential information.
- Highly organized and detail-oriented with a strong aptitude in prioritizing and accomplishing time-sensitive tasks.
- Ability to effectively manage multiple projects and prioritize competing demands.
- Excellent interpersonal and verbal communication skills.
- Ability to work harmoniously and creatively with all levels of ministry staff and volunteers.
- Familiarity with nonprofit compliance, grant reporting, and IRS donation rules preferred.
- Basic understanding of fundraising principles and donor relations preferred.
- Experience coordinating vendors or supervising maintenance/facilities staff preferred.

Physical

- Sitting or standing for long periods of time to perform job functions.
- Manipulate, handle, feel and control items or equipment.
- Ability to read, write and interpret written documents.
- Occasionally lift and move objects weighing up to 35 pounds.
- Able to climb stairs.

Employee Signature

Date