

Midland's Open Door

Job Description

Mission: 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	Ministry Support Coordinator
Supervisor	Executive Director
Effective Date	08/02/2025
Status	Full-time

Summary

Support the mission of Midland's Open Door by overseeing front office operations, coordinating volunteer engagement, supporting events, and contributing to a welcoming, organized, and Christ-centered environment.

Key Responsibilities

Administrative & Office Support

1. Provide a professional and welcoming front office environment.
2. Handle incoming calls, emails, and correspondence in a professional manner.
3. Perform data entry and generate reports as needed.
4. Schedule and coordinate meetings, including reserving rooms and equipment.
5. Manage office supplies and maintain inventory levels.
6. Prepare, format, and distribute meeting agendas, minutes, and related documents.
7. Maintain organized physical and digital records and filing systems.
8. Support interdepartmental communication and workflow.
9. Aid in donation processing and receipting.
10. Assist with planning and execution of special events, celebrations, and team-building activities.
11. Provide logistical support and run errands as required.
12. Ensure office spaces remain clean, organized, and well-stocked.
13. Oversee administrative office volunteers.

Volunteer Coordination & Engagement

1. Lead recruitment, placement, and scheduling of volunteers across all ministry areas.
2. Conduct volunteer screening, interviews, orientation, and onboarding.
3. Serve as the primary point of contact for all volunteers, providing timely communication and support.
4. Collaborate with staff to create and refine volunteer roles that align with ministry needs.
5. Maintain accurate volunteer records and documentation.
6. Develop and uphold volunteer policies, procedures, and expectations.

7. Represent MOD at community events to recruit and retain volunteers.
8. Build and maintain partnerships with local organizations to expand volunteer pipelines.

General

1. Position will require some travel to other facilities and/or special events.
2. Primary full-time schedule is Mon-Fri, 8:00 am – 5:00 pm; however, must be able to work flexible hours to support services for special projects or events that are held in the evening or on the weekend.
3. Have an overall knowledge of the philosophy, policy, programs, and development of MOD to promote the ministry and help accomplish organizational goals.
4. Represent and protect the integrity and reputation of MOD at all events.
5. Attend MOD sponsored meetings and events, including religious activities, as directed.
6. Participate in the Sunday shelter rotation.
7. 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).
- Active membership in a Christ-centered church and commitment to Christian maturity and the unity of believers.
- Display compassion for hurting people, regardless of the person's background.

Education & Experience

- High school diploma or equivalent; associate or bachelor's degree preferred.
- 3-5 years administrative experience; ministry experience strongly preferred; experience coordinating volunteers or planning events is a plus.

Skills & Abilities

- Outgoing, friendly, welcoming, and service-oriented attitude.
- Thrives in a fast-paced office environment with frequent interruptions.
- Strong organizational, time management, and multitasking skills, with the ability to work independently and collaboratively.
- Excellent verbal and written communications skills using proper grammar and vocabulary.
- Able to interact with diverse populations with compassion and professionalism.
- Exhibits a strong work ethic, evidenced by reliability, a positive attitude, and a commitment to high-quality work.
- Must be able to maintain a high level of confidentiality.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), Outlook, smartphone apps, social media platforms, and related technologies.

Physical

- Ability to sit or stand for extended periods and use a computer for up to 8 hours/day.
- Occasionally lift and move objects weighing up to 25 pounds.
- Ability to climb stairs.
- Valid driver license and ability to drive.

Employee Signature

Date