

# Programs Administrative Coordinator

<b>Job Category:</b>	Full Time Transformational Programs
<b>Job Location:</b>	Abbotsford, BC
<b>Reporting Relationships:</b>	Transformational Programs Administrator

## Make a Kingdom Impact!

Arrow Leadership Ministries exists to develop Jesus-centered leaders to be led more by Jesus, lead more like Jesus and lead more to Jesus through providing transformational programs, producing exceptional leadership resources and sharpening leaders globally. Arrow Leadership is a North American organization based in Abbotsford, BC and for 30 years has deeply invested in thousands of leaders serving in church, parachurch, non-profit and marketplace roles in Canada, the US and around the world. For more information, please visit: [www.arrowleadership.org](http://www.arrowleadership.org)

## Position Overview

The Arrow Leadership Program™ is a world-class Christian leadership development program that engages with emerging and executive leaders from a broad spectrum of contexts. In addition, Arrow offers development programs that invest in ministry teams through the Sharpening Leaders Initiative™ as well as Christian business leaders through the Arrow Entrepreneur Program™. The Program Team is dispersed and includes team members located in the USA and Canada. Professional and organized administration functions are key in delivering excellence with Arrow Leadership's Programs and being purposefully relational with its growing group of alumni. The Program Administrative Coordinator performs a wide range of administrative duties in collaboration with the Program Team to ensure the exceptional and timely execution of Arrow's Programs.

## Key Requirements

- High detail orientation
- Systems thinking / solutions orientated
- Planning and time management skills
- Team player
- Enjoys interacting with people in person and on the phone
- Warm and professional written and verbal communication skills
- Self-starter / self-motivated
- High capacity
- Proven ability to prioritize multiple tasks, work effectively under pressure and meet deadlines
- Ability to handle sensitive and confidential information in a discreet and professional manner
- Ability to foster and maintain positive working relationships

## Key Responsibilities

### Communication:

- Provide excellent customer service through phone calls, email and mail correspondence
- Provide timely responses to all related inquiries
- Engage in team communications to develop trust and high team accountability

### Information Tracking and Data Entry:

- Process and track leader applications and references
- Process and track all program participant related details
- Track event leads and attendance
- Maintain files and records for applicant and participant related data

- Maintain program related files and records

#### Document Creation and Organization:

- Provide administrative support for document development and updating
- Follow Arrow's editing and proofing process to ensure document accuracy
- Implement and maintain Arrow's brand standards for all program related documentation

#### Arrow Team Participation:

- Attend Transformational Programs team meetings
- Weekly team meeting, Bible study and devotionals
- Engage in team prayer
- Participate in Arrow programs and events as requested
- Provide occasional administrative support to the broader Arrow Team for special events and projects

## Education and Experience

### Experience

- Minimum 3-5 years of:
  - Administrative and/or project management experience, preferably in a ministry or non-profit environment.
  - Customer service experience
  - Communication with a wide range of diverse populations.
  - Working effectively on teams.

## Qualifications

- Possess a growing relationship with Jesus coupled with strong character, integrity and a commitment to growing in faith.
- Excellent computer/technology skills (e.g., Office 365, Google Business Apps, Salesforce or related database, Zoom, Asana etc.)
- Solid communication skills (especially writing)
- The successful candidate for this position must be willing to affirm without reservation the Arrow Leadership Statement of Faith as well as sign and abide by the Arrow Leadership Code of Conduct.

## Compensation

Arrow Leadership offers competitive salary and benefits (extended health, RRSP, etc.) based on experience and education of the candidate.

Please respond with a letter of introduction and resume to [careers@arrowleadership.org](mailto:careers@arrowleadership.org). Posting will be open until the position is filled. Please note that only candidates who are shortlisted will be contacted for an interview.