



**Title** Call Center and Volunteer Coordinator  
**Reports to** Director of Connection Ministries

Love In the Name of Christ (Love INC) Littleton is a Christian non-profit serving the community since 2008. Our mission is **to mobilize local churches to transform lives and communities in the Name of Christ**. We do this by engaging churches and Christian volunteers to offer a *hand up, not a hand out*.

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### Position Description:

Love INC's call center, the Connection Center, serves as the **heartbeat of Love INC**. This team is the first point of contact for individuals and families reaching out for help and the first opportunity to reflect Christ's love, compassion, and dignity.

This position is 80% administrative/data entry and 20% relational in nature. In addition to administrative tasks, this position is responsible for **onboarding, coaching, and leading a team of volunteers** who respond to client needs, document interactions, and connect callers with appropriate resources.

### Role Qualifications

- Be a Christian and proclaim that Jesus Christ is our Lord and Savior
- Alignment with and commitment to the mission and values of Love INC
- Excellent interpersonal, communication, and organizational skills
- Extremely detail oriented and a strong planner
- Enjoys data entry
- Able to successfully multi-task and work independently
- Proficiency with Microsoft Office Suite including Word, Excel, Outlook, SharePoint and database systems
- Ability to create professional, detailed and complete reporting and documentation
- Excel at time management and prioritization
- Comfortable navigating difficult conversations and complex or emotionally charged situations with compassion and grace and also able to be measured and firm.
- Thrive in a fast-paced, people-centered environment
- Learn people, systems, and processes quickly
- Ability to sit for long periods of time and to lift up to 30 lbs.

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### Key Responsibilities

#### Administrative Oversight

- Create, manage and oversee all communications and workflows with discernment, including message review, intake documentation, and data entry with accuracy
- Support volunteers with escalated or complex calls and provide debriefing as needed
- Ensure accuracy, confidentiality, and completeness of all client records

### **Volunteer Leadership & Coordination**

- Support and lead a **team of volunteers** by providing daily support as well as ongoing coaching, encouragement, and mentoring through individual check-ins and group trainings
- Create and manage volunteer schedules, track hours served, and coordinate coverage for absences
- Develop leadership capacity within the volunteer team by identifying and training volunteer leaders to strengthen sustainability and operations

### **Collaboration & Reporting**

In partnership with the Director of Connection Ministries:

- Develop and track metrics that improve quality, consistency, and speed of service
- Prepare routine reports related to department performance
- Document, maintain, and update procedures to ensure effective training and operational excellence

### **Community Partnerships**

- Build and maintain strong relationships with community agencies and organizations
- Host or attend informational meetings to cultivate referral partnerships that enhance service to neighbors in need

### **Other duties as assigned**

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### **Compensation, Location & Schedule**

- Part-time: **Up to 35 hours per week**
- Typical work hours are Monday – Thursday, 8am-4pm. Some evenings or weekends required for special events
- Work location is the Love INC Office
- Hourly wage: **\$23 per hour** with an opportunity for a 90-day review and potential increase.
- Benefits include paid vacation and sick time, plus IRA contribution

**To Apply:** Please email your resume and cover letter to Ann Donelson, Director of Connection Ministries, [Ann@LoveINCLittleton.org](mailto:Ann@LoveINCLittleton.org).

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### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

<b>HR use only</b>	
Job code	Part-time
Job title	Call Center and Volunteer Coordinator
Management? (Yes/No)	No
E/NE status	Non-exempt
Last revised	April, 2026