



Job Description

Title Connection Center Coordinator
Reports to Executive Director

Love In the Name of Christ (INC) of Littleton is an affiliate of Love INC National, a ministry currently operating in 29 states. Our mission is to mobilize local churches to transform lives and communities in the Name of Christ.

Job Description:

The Connection Center is the heartbeat of Love INC as a call-center/help line for the community. Volunteers listen to, pray for, and respond to the client's need by referring to services provided by Love INC volunteers, local congregations, and other agencies. Love INC works with clients in an intentionally relational way.

Position Details:

This position 28-30 hour a week, Mondays-Thursdays, from 8:00/8:30am to 3:00/4:00pm. Though some remote work is possible when necessary, most hours will be at the Love INC office at 5745 South Bannock Street, Littleton CO 80120. Beginning compensation is \$16-\$18/hour depending on experience. Benefits include: vacation and sick time, retirement contribution, and working with a faith-filled team and awesome volunteers to share Christ's love in our community.

Job Responsibilities:

Manage the Love INC Connection Center operations:

- Train and support volunteers needed to provide excellent service
- Create and deliver metrics that will improve the quality and speed of service
- Provide reports on the number and type of needs met
- Document procedures and keep updated for maximum effectiveness and training

Collaborate with local churches and community-based organizations to:

- Make Love INC Connection Center resources and services available to them
- Collect information on programs and services that will benefit Love INC clients
- Maintain accurate records of agency services and maintain referral relationships
- Engage individual churches in meeting specific needs

Work with the Love INC Staff team to continually improve the Love INC ministry.

- Work with Marketing and Communication to improve Salesforce
- Explore new technology that can improve service to clients
- Look for new ways to engage the Church in serving through the Connection Center
- Work with Church Engagement to begin new Gap Ministries

Other duties as assigned

Position Qualifications:

- A personal relationship with Jesus Christ
- Belief in the mission of Love INC
- Associate's or Bachelor degree preferred in social work, human services, administration or related fields or equivalent experience
- Proficient with email and Microsoft Office Suite; Salesforce preferred
- Strong organizational and strategic thinking skills.
- Strong interpersonal, communication and leadership skills.
- Ability to work both independently and cooperatively with a variety of people
- Pass a background check.
- Able to lift 20 pounds.
- Agree to employment terms and conditions as stated in the Employee Handbook

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.

**Interested candidates may submit a cover letter and resume to kathryn@loveinlitleton.org
This position will remain open until filled.**

Additional information

HR use only	
Job code	Part Time
Job title	Connection Center Coordinator
Management? (Yes/No)	No
E/NE status	Non-exempt
Last revised	March 10, 2021