Operations & Administrative Coordinator (Part-Time/Contractor)

NCC Mission:
At North City Church in Indianapolis, Indiana, our mission extends beyond our walls to bring wholeness to people and places, echoing Jesus' transformative love throughout the city.

Location:
North City Church, 7301 Georgetown Rd #150, Indianapolis, IN

Position Overview

The Operations & Administrative Coordinator at North City Church (NCC) will provide the administrative, organizational, and logistical support necessary for the church's staff, ministries, events, and day-to-day operations to function effectively.

This role will work closely with the Associate Pastor, Lead Pastor, ministry leaders, deacons, volunteers, contractors, and vendors. The Coordinator will help turn plans into action by managing details, maintaining systems, coordinating schedules, supporting communication, and ensuring that important administrative responsibilities are completed accurately and on time. The ideal candidate is highly organized, dependable, proactive, detail-oriented, and service-minded. This individual should enjoy creating order, anticipating needs, solving practical problems, and helping others succeed. As North City Church continues to grow, this position will be an important part of building the administrative infrastructure necessary to support healthy and sustainable ministry.

Key Responsibilities

1. **Administrative & Church Systems Support**
    - Provide day-to-day administrative support to the Associate Pastor, Lead Pastor, staff, and ministry leaders, including calendars, meetings, scheduling, agendas, follow-up, documents, reports, and correspondence.
    - Maintain organized and accurate church records, policies, forms, procedures, directories, and organizational information, both digitally and physically.
    - Maintain accurate information in Planning Center and other church management systems, including membership, attendance, volunteer, event, and ministry records.
    - Support staff and ministry leaders in effectively using church systems and assist with data entry, reporting, and record maintenance.

- Track deadlines, renewals, registrations, subscriptions, and recurring administrative responsibilities, and help document standard operating procedures.
- Coordinate office supplies, equipment, and administrative resources while maintaining appropriate confidentiality when handling personnel, financial, pastoral, and congregational information.

2. **Event, Ministry & Sunday Coordination**
   - Provide administrative and logistical support for Sunday services, church-wide events, workshops, conferences, meetings, and ministry programs.
   - Coordinate registrations, schedules, supplies, communications, room reservations, calendars, and other event logistics, ensuring deadlines and responsibilities are clearly communicated.
   - Support ministry leaders with event planning, preparation, and execution, including baptisms, membership gatherings, family meetings, trainings, and special services.
   - Serve as part of the Sunday staff and operational team, helping coordinate volunteers, address logistical needs, and identify and resolve issues during gatherings.
3. **Staff & Ministry Leader Support**
   - Serve as an administrative resource for staff and ministry leaders.
   - Assist with scheduling, purchasing, registrations, forms, communications, and other administrative needs.
   - Coordinate staff meetings, including agendas, materials, notes, and follow-up items.
   - Track assigned action items and deadlines.
   - Help create consistency in administrative processes across ministries.
   - Assist with onboarding new staff, contractors, and volunteers by coordinating required administrative steps and documentation.
4. **Administrative & Operational Coordination**
   - Coordinate day-to-day church communications, financial administration, and facility operations, ensuring information, processes, and resources are organized, accurate, and timely.
   - Support church-wide communications by gathering information from ministry leaders, maintaining calendars and communication platforms, preparing announcements and reminders, and coordinating submission deadlines.
   - Provide administrative support for purchases, reimbursements, invoices, vendor transactions, recurring expenses, and budget-related needs, maintaining required documentation and following church financial policies and procedures.
   - Coordinate facility schedules, room setups, building access, supplies, equipment, maintenance requests, and vendor/contractor scheduling, escalating issues to the appropriate staff or provider.
   - Maintain accurate records related to communications, financial transactions, facilities, vendors, and recurring operational needs, and support safety and emergency procedures as directed.
5. **Volunteer & Project Coordination**
   - Support ministry leaders with volunteer recruitment, onboarding, scheduling, communication, training logistics, and administrative tracking, including background checks when applicable.
   - Maintain accurate volunteer information and schedules and help communicate volunteer needs and opportunities.
   - Provide administrative and project-management support for church-wide initiatives, campaigns, building efforts, and organizational transitions.

- Track project timelines, responsibilities, deadlines, meetings, follow-up items, documentation, and status updates.
- Coordinate communication and logistics among staff, ministry leaders, volunteers, vendors, and other stakeholders, helping create an organized, welcoming, and positive experience.

Qualifications

Education & Experience

- Associate's or Bachelor's degree in Business Administration, Church Administration, Nonprofit Management, Organizational Leadership, or a related field preferred.
- 2–4 years of administrative, coordination, operations, nonprofit, church, or comparable professional experience preferred.
- Experience coordinating events, projects, schedules, or administrative systems.
- Experience with Planning Center or similar church management software preferred.

Skills, Abilities & Personal Qualities

- Passionate follower of Christ with a genuine heart to serve the church and commitment to North City Church's mission and vision.
- Highly organized, detail-oriented, and dependable, with strong time-management and follow-through skills.
- Excellent written, verbal, and interpersonal communication skills, with the ability to work effectively with staff, volunteers, and congregation members.
- Proactive problem-solver who anticipates needs, takes initiative, and manages multiple priorities and deadlines effectively.
- Servant-hearted, approachable, trustworthy, and committed to maintaining a positive and collaborative work environment.
- Flexible and adaptable, with the ability to work independently while contributing effectively as part of a team.
- Comfortable learning and using technology, church management systems, and other administrative tools.
- Maintains accurate records and documentation with a high level of discretion, professionalism, and confidentiality.
- Demonstrates humility, integrity, professionalism, and a willingness to help others succeed.
- This position requires the candidate to become a member of North City Church and remain in good standing.

Work Schedule - This is a part time, contractor, flexible/hybrid role totaling approximately 20 - 25 hours weekly. Weekly schedules will vary depending upon church events and ministry needs. Sundays are required, along with occasional evenings and weekends.

Reports To: NCC Associate Pastor of Ministry & Operations