INTERVARSITY

In response to God's love, grace and truth:
The purpose of InterVarsity Christian Fellowship/USA
is to establish and advance at colleges and universities
witnessing communities of students and faculty
who follow Jesus as Savior and Lord:
growing in love for God,
God's Word,
God's people of every ethnicity and culture and
God's purposes in the world.

POSITION DESCRIPTION

Field Operations Director II - Area, Division, or Region

(Substantial Administrative Leadership)

Collegiate Ministries
Position Description

Supervised by: Regional, Associate Regional, or Divisional Director
Supervises: Administrative staff, as delegated
Status: Exempt
Salary Level 7

POSITION SUMMARY

Through our campus ministry we see God's transforming work among students and faculty from all ethnic groups and areas of the campus. Undergirding these ministry efforts are a wide range of administrative and operational functions that allow campus staff and supervisors to focus on reaching students and faculty. Serving as an administrative leader you provide essential support for an Area, Division or Region. It is critical ministry that advances our vision to see students and faculty transformed, campuses renewed and world changers developed. Important facets of our ministry cannot be done without your leadership and support.

Serving in this position you provide support and leadership by managing office administration; event planning, meeting coordination, managing records related to national requirements, and communicating with audiences internal and external to InterVarsity. In some cases you supervise the work of others. You exercise a wide degree of creativity and latitude. Relying on your experience and good judgment you act independently on behalf of your supervisor to accomplish goals and objectives.

ESSENTIAL COMMITMENTS / RESPONSIBILITIES

1. Spiritual Growth

As a staff member with InterVarsity, you pursue maturity as a disciple of Jesus Christ so that your life and work increasingly reflects a growing love for God, God's Word, God's people of every ethnicity and culture, and God's purposes in the world. To do this, you will:

- Pursue a vibrant relationship with the triune God through engagement with Scripture, prayer, and worship, both individually and in community
- Develop self-leadership (growing in self awareness, self-management, emotional intelligence, relational integrity, and resiliency)
- Embrace Scriptural standards for behavior and attitudes, including those described in InterVarsity's Code of Conduct

2. Administrative Leadership

As a Collegiate Ministries Field Operations Director you provide substantial leadership and valuable support to an Area, Division, or Region by:

- Supervising, delegating, and coordinating the work of other administrative staff as assigned
- Coordinate the recruitment and work of volunteers and volunteer teams as assigned
- Conducting performance reviews for direct reports
- Acting independently on behalf of the Director while serving as a liaison with various teams including members of the Leadership Team, leaders from other InterVarsity. Serving as a contact for various team members and other Regions/Divisions/Areas, staff directors, leaders, campus staff, ministry partners, volunteers, faculty, and students
- Researching, creating and managing reports, presentations, projects, events, or meetings for your supervisor and other members of the leadership team as directed
- Processing Contracts for meetings and events as requested
- Managing a supervisor's schedule and calendar as requested
- Providing comprehensive financial assistance to the supervisor by:
    - Assisting in the preparation of annual budgets
    - Managing office finances including oversight, review and approval of expense reports, Pcard accounts, primary office accounts, and office expenses, to ensure the accuracy of charges and to manage spending within budget
    - Monitoring and track staff deficits and MPD efforts
    - Purchasing and maintaining an inventory of supplies, verifying orders, and invoices against purchase requests
    - Negotiating with vendors for supplies and meeting/event logistics
- Providing logistical leadership for the supervisor by:
    - Participating in and coordinating Leadership Team meeting logistics and developing follow-up reports and plans
    - Exercising independent judgment in managing logistics, registration, vendor relations, and budgets for programs, meetings, conferences, camps, training programs, recruiting and interviewing events, and other events
- Managing daily, weekly and monthly details of the office
- Leading and managing the collection of staff application materials, tracking performance reviews, chapter affiliation submission, and Alumni forms
- Preparing and monitoring regional reports, including Fall Field Report, Annual Field Report, and Alumni Forms;interpreting and analyzing results; preparing reports for your supervisor and Leadership Team
- Monitoring the Area's, Division's, or Region's work with InterVarsity' s enterprise resource planning (ERP) and constituent relationship management (CRM) business process management software
- Providing administrative support for your supervisor including, but not limited to,
    - Sorting and prioritizing mail
    - Ordering and organizing stationary and office materials
    - Purchasing and managing office supplies
    - Answering phones
    - Handling correspondence, email, and phone messages
- Designing and maintaining complex daily, monthly, and annual calendars
- Creating, organizing and maintaining a variety of paper and electronic files and databases including confidential files, mailing lists of contacts, students, faculty, alumni, email addresses, meeting minutes, major ministry partner lists, InterVarsity staff and volunteer lists
- Creating and designing InterVarsity websites related to your Area, Division, or Region Providing and uploading content for these websites
- Leading and completing projects as assigned
- Ensuring compliance with national requirements, processes, and procedures
- Other duties as assigned

3. Organizational Communication and Collaboration

You are part of a team and a national mission. Therefore, you work with a network of other Area, Divisional, Regional, and/or National InterVarsity staff and volunteers so that our work reflects Biblical standards of excellence, integrity, and partnership. You do this by:

- Communicating with a wide variety of internal and external audiences, and organizations on behalf of your supervisor and other members of the Leadership Team
- Serving as a liaison on behalf of your supervisor with Regional, Divisional, and Area staff
- Drafting and keeping records of correspondence and communications on behalf of your supervisor and other members of the Leadership Team
- Expediting team-wide communication on behalf of your supervisor
- Keeping up with social media trends
- Managing and providing content for the team's social media for promotion, communication, and collaboration
- Designing, preparing, collecting, and distributing information needed by your supervisor, team members, and/or InterVarsity staff on other teams <u>including monitoring reports</u>
- Partnering with Human Resources on matters related to staff applications and performance reviews
- Partnering with Accounting on matters related to budgets and expense reporting
- Partnering with Legal on matters related to contracts
- Partnering with Advancement on matters related to significant ministry partner development
- Partnering with and responding positively to the direction and coaching of your supervisor
- Expediting communication with team members, staff, vendors, program participants, and others as needed

4. Ministry Partner Development and Public Relations

You gather a team of partners – churches and individuals (including alumni and community members) – who will resource the ministry you are engaged in. You:

- Raises an agreed amount of funding for the ministry as agreed upon with your supervisor
- Form a team of ministry partners that will regularly pray for you and the campus work in your Area, Division, or Region
- Communicate regularly with your partners with updates and prayer requests
- Assist your supervisor in her/his communication with their ministry partner by creating, printing, stuffing and mailing newsletters

CORE COMPETENCIES

Self-Leadership

1. **Grows in Spiritual Maturity:** Staffworker demonstrates a vibrant and deepening relationship with Christ and is growing in both self awareness and social awareness.
2. **Demonstrates Cross Cultural and Working Across Gender Skills:** Staffworker accurately assesses how their racial, ethnic, national background, and gender shapes their perceptions and behavior, and they engage in healthy relationships and effective work with diverse communities.
3. **Achieves Quality Results and Service:**
   a. Staffworker takes personal responsibility for action.
   b. Fellow staff members (e.g. supervisor, team members, other InterVarsity staff) and external contacts (e.g. alumni, vendors, ministry partners) are satisfied.
   c. Goals and purposes of work tasks are clarified. Multiple priorities are managed. Work is completed on time and has the desired impact. Demonstrates accuracy, thoroughness, and effectiveness in their work.
   d. Staffworker responds to requests, messages, and assignments in a timely and professional manner.
   e. Is able to identify and resolve problems that inhibit the implementation of plans. Perseveres to overcome obstacles and accomplish tasks.
4. **Takes Initiative:** Staffworker proactively addresses issues and opportunities, seeking new assignments and feedback to improve their self and ministry. Ability to self-start, offer suggestions, and anticipate needs.

Resourcefulness and Results

1. **Communicates Effectively:** With an emphasis on maintaining positive relationships the staffworker-
   a. invites, mobilizes, and equips others through clear, effective communication
   b. manages the communication of ideas, requests and information to others
   c. is open, listens actively, is reflective, and gives appropriate non-verbal, verbal and written feedback.
   d. uses effective questions to gather relevant information, writes clearly and conveys intended meaning, and presents appropriate information openly and willingly.
2. **Set Goals:** Staffworker sets quantitative and qualitative goals to accomplish the vision which reflect prayerful reflection, ministry values, and available resources.
3. **Implements Plans:** Staffworker designs and executes plans that accomplish the goals.
4. **Contributes to Ministry Impact:** Staffworker acquires and aligns resources, events, and activities around the values and goals so that the ministry grows in influence and impact.
5. **Coaches Others:** Staffworker informs, educates, and equips others find resources and to understand and follow required policies and procedures.

Partnering with Others

1. **Strengthens Team Partnerships:** Staffworker demonstrates respect in professional relationships, complies with operational requirements, and contributes positively to the tasks of their teams.
2. **Creates and Maintains Productive National Partnerships:** Staffworker understands and works with various NSC departments to ensure efficiency and compliance with various national responsibilities shared with the NSC and Field.
3. **Develops Ministry Partners:** Staffworker develops a growing number of partners who pray, fund, and volunteer to advance the ministry.
4. **Partners with Supervisor:** Staffworker responds positively to the direction and coaching of the Supervisor. Helps their supervisor to evaluate current policies, processes, and procedures and offer suggestions for improvement.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

This position leads ministry in an administrative environment. A designated office space may or may not be available. The staff is required to travel to on-campus and off- campus sites as appropriate. Off-campus travel includes, but is not limited to: student ministry conferences, Ministry Partnership Development meetings, and InterVarsity- sponsored training sessions, meetings, and conferences. The staff is regularly required to communicate with others, and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, etc. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. The employee must occasionally lift office products and supplies weighing up to 20 pounds.

QUALIFICATIONS

- Annually affirm InterVarsity's Statement of Agreement (Doctrinal Basis and Purpose Statement), as well as embrace InterVarsity's Code of Conduct, affirmations on the ministry of women in InterVarsity, and statements on Biblical multiethnicity and human sexuality
- Prior or current experience with InterVarsity as a staff member or student strongly preferred
- Bachelor's degree or equivalent education/experience
- Four or more years previous administrative, and event management experience preferred
- Project management skills, including the ability to monitor and coordinate a wide variety of reports
- Project management and event management certification desired
- Ability to handle sensitive information in a confidential manner
- Demonstrated ability and commitment to work in a diverse team environment
- Ability to take initiative and work independently with minimal amount of direct supervision
- Working knowledge of Microsoft applications, including Word, Excel, PowerPoint, Outlook, and Publisher

- Familiarity with web based applications and tools such as Google Docs, Skype, Survey Monkey, Mail Chimp, and collaboration technology
- Familiarity with social media tools such as Facebook, Twitter, Instagram, etc
- Effective oral and written communication skills
- Ability to organize events, workflow, and the details involved and work under pressure of deadlines
- Available to travel for business to local and out-of-town management meetings, including the triennial Urbana Student Missions Conference and National Staff Conference
- Ability and openness to learning new concepts, skills, and methods
- Ability and willingness to ask others for financial, prayer and practical help