

**Position title:** SERVE Program Manager

**Reports To:** Executive Director

**Level:** 13

**Location:** Grand Rapids, MI

**Status:** Full-Time

**Skill Set Necessary for Best Fit:** This position requires a servant heart, a high level of organization, attention to detail, ability to multitask, understanding of budgets, database management, and to have the willingness and ability to travel periodically.

**Duties include but are not limited to:**

**1. Sending Church support**

- a. Carry out the sending church Recruitment and Retention plan and Church Engagement Strategy with the support of the Executive Director.
- b. Deliver sending church communication pieces (confirmation letters...) update & upload website resources (liability waiver, registration worksheet, etc.) to our website; upload theme collateral to our website, etc.)
- c. Answer pre-trip sending church questions
- d. Build SERVE location pages and SERVE registration websites.
- e. Communicate with sending churches regarding SERVE registration numbers and payments due
- f. Communicate with sending church adult leaders regarding background checks and make sure background checks are in before they go on SERVE

**2. Host Teams Support**

- a. Primary liaison with Host Team for registration questions
- b. Assist Executive Director in Host Site Recruitment and Retention plan
- c. Organize, package and distribute Host Team supply boxes
  - a. Assist with shipping and other logistical details between the US and Canadian ministry offices for Canadian supply boxes

- d. Collect pre and post event Host Team documentation, produce post-SERVE audits and assess sending church feedback, making changes as necessary.
- e. Process and distribute Host Team Site payments
- f. Provide Host Team training at TGM Leadership Summit
- g. Assign site placement for sending churches with support of the Executive Director
- h. Update and upload resources to the Host Team Resources website
- i. Assist the Executive Director with SERVE 101 training, Host Team Manual development, theme curriculum, and website resources.
- j. Attend SERVE sites as they are in action to encourage, coach and appreciate them.
- k. Assist Executive Director in providing on-call support for all ThereforeGo SERVE sites during the summer.

#### **4. Financial Processes**

- a. Program budgets – works with Executive Director to create and follow approved budgets.
- b. Process monthly PayPal statement and SERVE payments.
- c. Order SERVE supplies (theme shirts, work shirts, string backpacks, wristbands, Spiritual Life Guides, paper goods)

#### **5. Maintain SERVE Program Website Content**

- a. All SERVE site descriptions and links
- b. SERVE Resource Box pieces
- c. SERVE Host Team page(s)
- d. Registration Forms

#### **6. Assist with answering Main TGM Telephone Line and Online Chat**

#### **This position requires the ability to:**

- a. understand, appreciate and articulate a Reformed Christian world and life view
- b. think critically about missions, justice and God's call on our lives to serve others
- c. communicate a vision for ministry to youth and emerging adults

- d. manage budgets
- e. organize programs and events with an attention to details
- f. communicate clearly and effectively
- g. give and receive constructive feedback
- h. develop and maintain customer relationships (churches and youth workers)
- i. handle crisis situations in a mature and professional manner
- j. Willingness and ability to travel throughout North America.
- k. Availability to work occasional evenings and weekends