

ADMINISTRATIVE & OPERATIONS COORDINATOR

Systems • Logistics • Administration • Internal Infrastructure

Employment Type: Full-Time

Compensation: \$55,000 starting salary, commensurate with experience

Location Requirement: On-site in Columbus, GA (no remote or hybrid option)

Note: This role provides essential operational and administrative support to the Director and the Community & Small Groups Coordinator and requires daily in-person presence for systems, logistics, and internal communication.

About The Redeemed

The Redeemed is a Christ-centered movement helping men find brotherhood, healing, and spiritual growth through small groups, community engagement, and shared experiences. Men across the country are finding hope through honest conversations, biblical truth, and authentic brotherhood.

As we grow nationally, the health of our leaders, the strength of our small groups, and the excellence of our communication determine the depth of our impact.

This role is essential to the function and future of our ministry.

You make it possible for our team to operate with clarity, organization, and excellence. Your work keeps systems running smoothly, supports staff and leaders, and ensures nothing slips through the cracks.

Our Core Values

Awaken Your True Self: We break down walls and foster genuine connections. We encourage honesty from ourselves and respect the truth in others.

Forge Brotherhood: Relationships are our lifeblood. We build a community of men that becomes an unshakeable force for good.

Ignite Your Fire: We inspire men to embrace God's transformative power, sparking a journey toward lasting and meaningful change.

Promote Safety: We create an environment where everyone feels secure and supported, which allows you to thrive.

Live by The Unbreakable Code: The Bible is our foundation, our guiding light. Every choice, every action, is rooted in its unwavering principles.

These values shape how we serve, communicate, and build relationships. They guide how we welcome men, support leaders, and create safe spaces for transformation.

Role Summary

The Administrative & Operations Coordinator ensures The Redeemed operates with excellence, clarity, and structure. This role manages calendars, systems, documentation, scheduling, internal communication flow, CRM organization, and event logistics.

You are the organizational backbone of the ministry.

Your work strengthens the entire team by keeping processes efficient, timelines clear, and systems reliable. You make it possible for leaders, staff, and volunteers to serve men with excellence.

This role is essential to our ministry's health and operational effectiveness.

Key Responsibilities

1. Operational Systems & Internal Processes

- Maintain CRM accuracy
- Build and document systems and processes
- Organize shared files, forms, and checklists
- Improve operational efficiency

2. Scheduling, Calendars & Communication Flow

- Manage the Director's calendar and staff scheduling
- Coordinate meetings and follow-ups
- Support training, retreats, and events
- Ensure tasks move forward

3. Event & Retreat Logistics

- Handle registration, communication, and checklists
- Prepare materials, supplies, rooms, and logistics
- Support pre-event and post-event processes

4. CRM & Data Management

- Track inquiries, group movement, and participation
- Maintain accurate records

- Build reports and dashboards

5. Administrative Support for Staff & Leaders

- Support the Community & Small Groups Coordinator
- Assist with background checks and onboarding
- Prepare documents and internal resources

6. Ministry Reporting & Documentation

- Compile data for monthly ministry reports
- Track engagement trends and operational metrics
- Document processes and propose improvements

Ideal Candidate

Must Be Strong In

- Follow-through and consistent execution
- Managing details and organizing information
- Systematic thinking and process-building
- Calendar management and scheduling
- Administrative excellence and documentation
- Task management and project coordination

Must Be Comfortable With

- Using tools like CRM systems, Google Workspace, Zoom, and workflow platforms
- Handling forms, spreadsheets, data cleanup, and internal documentation
- Supporting the Director and the Community & Small Groups Coordinator
- Preparing checklists, processes, and internal resources
- Coordinating logistics for retreats, events, trainings, and meetings
- Working quietly behind the scenes with excellence and integrity

This Role Will Not Fit If You Are

- Easily overwhelmed or chaotic under pressure
- Disorganized or inconsistent with follow-through
- Resistant to structure, accountability, or routine
- Avoidant of administrative responsibilities
- Passive in communication or slow to respond
- Needing constant variety, creativity, or public-facing work
- Someone who struggles to manage multiple moving parts in real time

Experience & Education Requirements

Required Experience

3–5 years of professional experience in roles such as:

- Administrative support for a leader or team
- Calendar and schedule management
- Operations, logistics, or project coordination
- Managing digital systems, files, or CRM data
- Coordinating events, trainings, or internal processes

Experience in ministry or nonprofit environments is helpful but not required. Excellence, reliability, and attention to detail are essential.

Preferred Experience

(Not required but beneficial)

- Supporting a director-level leader
- Working in a growing ministry or nonprofit
- Coordinating volunteers or internal communication channels
- Familiarity with The Redeemed's mission and values

Required Skills & Proficiencies

- CRM management (updates, cleanup, organization)
- Google Workspace (Docs, Sheets, Drive, Forms)
- Zoom, Gmail, shared calendars
- Task management and project flow tools
- Process development and documentation
- Event/retreat logistics, scheduling, checklists
- Clear and proactive internal communication

Education

- Bachelor's degree preferred but not required. Equivalent professional experience is welcome.

Spiritual & Mission Alignment

- Growing Christian faith
- Alignment with The Redeemed's mission, values, and biblical foundation

- Commitment to administrative excellence as an act of ministry service

Screening Questions (Self-Evaluation)

This role fits people who naturally say:

- I like clear systems and helping others stay organized.
- I enjoy making processes smoother and more efficient.
- I respond quickly when people need something.
- I feel responsible to keep things running on time.
- I enjoy supporting a mission from behind the scenes.
- Structured, administrative work gives me satisfaction.

How to Apply

Submit your resume and responses to the short-answer questions listed below. These help us understand how you relate to people, communicate, respond to needs, and grow through challenges.

Short-Answer Questions:

1. Describe a time when you managed a system or process that kept others on track.
2. When someone sends you a task, how quickly do you complete it?
3. What tools or systems help you stay organized each day?
4. What parts of admin or operations work energize you?
5. Why does supporting The Redeemed's mission matter to you personally?
6. Describe a time you made a mistake in logistics or admin. How did you correct it?