



JOB DESCRIPTION

Position	Department	Reports to
Ministry Support Coordinator	Women's ES	Campus Director
Employment Status/Schedule	FLSA Status	Salary Level
Full Time; 1 st shift	Non-Exempt	5
Location	JD Number	Last Update
Gateway Women's Center	01-04	7-29-25

Purpose/Mission/Vision

Gateway Mission is a 501 (c) (3) non-profit ecclesiastical ministry operating under the direction of a volunteer Board of Directors elected from a broad cross-section of Christians in the community. Our mission is to declare and demonstrate the love of Jesus by providing housing and programs for the homeless and less fortunate. Our vision is to equip each person we serve to follow Jesus and live as a productive citizen. Gateway Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Gateway Mission have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, Core Values, Statement of Faith, and Qualifications for Employment upon hire and continuously while employed. Employees are encouraged and expected to share the Gospel as opportunities arise.

Position Summary

The Ministry Support Coordinator provides administrative support to the Campus Director to meet the needs of staff and guests effectively and efficiently.

Essential Duties & Responsibilities

Staff Support

- Provide administrative support to the Campus Director, Residential Ministries Manager, Guest Advocate including but not limited to filing, typing, shredding, scanning, copying documents, monthly surveys, phone calls for staff, updating ministry documents, staff appreciation, scheduling interviews. and other clerical duties.
- Track GWC shelter metrics and data utilizing Mission Tracker.
- Greet and assist all visitors in a warm and friendly manner.
- Provide security screening for the GWC facility by screening all visitors and directing them to appropriate staff members, monitoring visitor logs, and access to the Gateway Mission Childcare Center.
- Assist with answering housing inquiries and directing to appropriate staff.

- Maintain cleanliness and professional atmosphere of reception area, medication room, conference room, and chapel.
- Maintain GWC office supplies, ministry support, and Cop'puccino Room supplies.
- Write thank you notes on behalf of GWC.
- Coordinate GWC needs with Donations Manager and Development Director; receive, receipt, label, and direct donations to appropriate departments including resource room
- Coordinate efforts with staff in establishing and maintaining good working relationships with other service providers in the greater Holland area.

Guest Support

- Assist Guest Advocate with maintaining building cleanliness by supervising guests as they perform service projects.
- Provide oversight to the guest resources and voucher program including the resource room and needs process, utilizing Mission Tracker.
- Monitor building security and client safety; complete incident reports for emergency situations when necessary.
- Organize, communicate, and decorate for various special events or holidays.
- Work as Residential Supervisor (1st shift) and as needed (evenings, weekends, holidays).

Personal Qualifications

- Practicing believer in the Lord Jesus Christ
- Be an active member of a local evangelical church community
- Desire to meet the physical needs and spiritual needs by sharing the good news of the Gospel

Education/Experience

- High school graduate or equivalent required
- Minimum 1-2 years' office experience required
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

Skills and Abilities

- Ability to administer programs, policies, and procedures
- Ability to communicate effectively – written, verbal and electronic communication
- Ability to establish and maintain effective working relationships with guests, volunteers, staff, and the public

- Intermediate computer skills (Office 365, Outlook, Teams, Canva, Yodeck, data entry)

Physical Activities/Demands & Work Environment

- Stand, sit, walk, climb stairs regularly; lift, bend, crouch occasionally to perform job functions
- Manipulate, handle, feel, and control items or equipment
- Read, write, and interpret written documents
- Lift and move objects weighing up to 35 pounds regularly; up to 50 pounds occasionally
- Limited exposure to environmental hazards including blood borne pathogens, air borne pathogens, bodily fluids

2 Timothy 3:16-17 “All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)

Employee Signature _____

Date _____

Disclaimer This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform and other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and are subject to possible modification to reasonable accommodate individuals with disability. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed are the minim levels of knowledge, skills, or abilities. This document does not create an employment contract implied or otherwise, other than an 'at will' relationship.

Gateway Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.