



Job title:	<i>Credentials Program Coordinator</i>
Reports to:	<i>Associate Director of US & Canada Strategy</i>

Job purpose

The Credentials Program Coordinator is responsible for the administrative support of all credentialing protocol and occasional project-based support to the Associate Director of US and Canada Strategy. This position will enhance the effectiveness of the US and Canada Strategy team by being a key intermediary with churches, ministers, and assembly offices.

Duties and responsibilities

- Understand the credentials process as outlined in the manual
- Serve as the point of contact for all credentials-related correspondence
- Provide quality customer service to credentialing stakeholders
- Provide support to assembly offices in maintaining up-to-date credentialing records
- Maintain a positive rapport and routine communication with credentials chairpersons
- Oversee and manage credentials records and related data in Microsoft Dynamics
- Assist in providing user support for Atlas and Dynamics questions and correspondence
- Provide legal letters and documentation for churches and ministers to qualified persons
- Oversee the routine production of registered chaplain ID cards
- Facilitate Atlas and Dynamics training for churches, ministers, and assembly offices
- Partner with the Atlas team to run reports and make updates to Atlas to ensure an intuitive process for users
- Collaborate with relevant team members to identify ways to enhance the credentialing processes
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Qualifications

- Bachelor's degree preferred
- Minimum of one year of experience in a business setting
- A committed Christian with a strong appreciation for, and support of, Church of God Ministries and the Church of God movement

- Demonstrated skills in problem-solving, process improvement, and customer service
- Demonstrated skills in task-orientation and attention to detail
- Demonstrated ability to be self-initiating in tasks and procedures
- Ability to handle stress and pressure constructively
- Ability to relate well to subordinates, peers, and superiors
- Ability to relate effectively with individuals of diverse ethnic and cultural backgrounds
- Demonstrated excellent interpersonal skills—comfortable and confident in one-on-one exchanges
- Professional image and demeanor required
- Proficient in computer skills—experience working in a CRM system preferred
- Strong verbal and written communication skills
- Team player with positive attitude
- Strong organizational skills

Direct reports

- None

Physical requirements

This is largely a sedentary role.

	Percentage of work time			
	0-24%	25-49%	50-74%	75-100%
<i>Seeing:</i> Must be able to read/write/documents, make eye contact				X
<i>Hearing:</i> Must be able to hear well enough to communicate with constituents in person and over the phone				X
<i>Speaking:</i> Must be able to communicate verbally in English with constituents in person and over the phone				X
<i>Standing/Walking/Mobility:</i> Must be able to navigate the facility all on ground level			X	
<i>Climbing/Stooping/Kneeling:</i> Must be able to navigate the facility and perform filing tasks		X		
<i>Lifting/Pulling/Pushing:</i> Must be able to lift files and exert minimal force to move objects less than 10 lbs.		X		
<i>Fingering/Grasping/Feeling:</i> Must be able to use computer keyboard and telephone.				X

Employment and Lifestyle Standards:

Church of God Ministries employees own the following core truths and will be held accountable to them, as I serve as part of the Church of God Ministries staff team:

1. **The Supremacy of Jesus:** Jesus is Lord. He is both the Son of God and the Son of Man, He is the one Mediator between heaven and earth, the singular, exceptional, supreme Savior; He is the Word become flesh and the exact representation of God the Father in human form; He is the subject and the centrifugal force of our ministry.

2. **Unity.** We are called to be a catalyst for the unity of the whole body of Christ; the division of the body is hell's greatest weapon to thwart heaven's ends.
3. **Holiness.** We believe in the sanctifying power of the Holy Spirit; He empowers us to have victory over sin and equips us to do heaven's work. We believe personal holiness inevitably impacts the world around us with social holiness. We believe it is the Holy Spirit who propels us to be salt and light.
4. **The Great Commandments.** Jesus identified the Great Commandments, calling us to love God with our whole being and to love our neighbors as ourselves. We believe these two are the sum of the law and the prophets and are thresholds through which we walk into eternal life and holiness.
5. **The Integrity of Scripture.** We believe the Bible, in both the Old and New Testaments, is the plumbline by which all faith and conduct must be measured. The Bible is our source authority, with which our ambitions, purposes, and lives must be congruent.

Furthermore, Church of God Ministries employees profess to follow Jesus, embracing Him personally as Lord, and walking humbly before Him, and they open themselves to the filling and possession of the Holy Spirit, surrendering their all to Him.

Approved by:	
Date approved:	