

JOB DESCRIPTION

Job Title: Connection Center Coordinator	Reports to: Executive Director
FLSA Classification: Non-exempt/hourly	Publication/Revision Date: September 2025
Location: Lombard, IL	Hours: 20/week

Position Summary

The Connection Center Coordinator provides leadership toward the achievements of the vision and mission of Love Christian Connection Center through relationships with our volunteers, clients and area agencies. Another crucial function of this position is to help implement the strategic goals and objectives as they relate to the program management and data gathering efforts of Love Christian Connection Center. While coordinating the Connection Center activities on a day-to-day basis, this role will also demonstrate the Love of Christ in interactions with volunteers and callers.

Core Duties / Key Responsibilities

Volunteer Management:

- Interview, train, develop, supervise and inspire our volunteer Program Directors, Intake Volunteers, Database Specialists and all other Connection Center volunteers for a total of 20-30 volunteers.
- Prepare training materials and documentation as needed.
- Provide weekly training on processes and agency updates.
- Hold new volunteer orientation sessions and prepare orientation guides and documents as needed.
- Provide one-on-one training for new intake volunteers.
- Ensure all forms and required supplies are available for volunteers.
- Review call logs for duplicate callers; prioritize and assign to volunteers on each shift.
- Recognize volunteer efforts and celebrate milestones together by coordinating events such as Christmas luncheons, summer picnics and monthly awards.
- Recognize talents and promote volunteers to open positions within the organization.
- Conduct quarterly Program Director meetings to discuss process and procedures, updates and future happenings.
- Step in to perform Program Director duties or conduct intakes as needed.
- Arrange 4-8 in-service training sessions or agency visits for volunteers each year.

Case Management:

- Review cases to be familiar with current clients and status of each case.
- Work with Program Directors prior to final financial pledge.
- Maintain tracking of checks written for 30-90 day follow up process.
- Track major donor and foundation donations and assign specific cases to each grant/donation as necessary.
- Track and report on client statistics.
- Close Financial Assist cases after all donation tracking and networking is complete.
- Oversee the 30-90 Day follow up process, maintaining statistics and networking procedures.

Client and Agency Coordination:

- Oversee the client, agency and church database process, updating on a weekly and annual basis.
- Print monthly client reports and update client help statistics.
- Oversee permanent record procedures.
- Oversee client file annual rotation.
- Attend community agency meetings, church functions, and back-to-school events as requested.

Board of Directors and Fundraising:

- Develop, coordinate, and manage the Toy Express program each fall.

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- Participate in the annual fundraiser and additional fundraising efforts as requested.

- Prepare monthly Connection Center report for monthly board meetings.
- Prepare for and attend the Annual Meeting.

Office/Administrative Duties:

- Order office supplies as needed.
- Maintain the Center's phone messages.

Position Qualifications

Work Experience: At least 3 years of proven work experience in volunteer management

Knowledge/Skills/Abilities:

Microsoft Applications: Basic to intermediate functionality (in particular, Word, Excel and Outlook)

Additional Technology: Exceptional phone skills and computer literacy

Communication: Exceptional verbal and written communication skills

Additional Requirements: Active Christian lifestyle and agreement with the Apostles' Creed
Must be able to work independently and effectively manage time
Strong leadership and management skills, with a hands-on approach to leadership
Skilled at building, engaging and motivating teams of people
Strong organizational skills and attention to detail
Good problem solving and decision-making skills
Ability to be a positive representative of the organization both internally and externally
Ability to always work with respect and cooperation with volunteers, clients, and staff
Onsite attendance at the Connection Center

Physical/Working Requirements

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be available to enable individuals with disabilities to perform the essential functions.

This position requires:

- Working from an office location; this is not a hybrid or remote position.
- Sitting at a desk and working on a computer.
- Ability to position, transport, lift and/or move up to 20 pounds at a time.
- Standing, walking, moving across large areas.
- Communicating and exchanging information verbally and in writing.
- Moving about in an office environment.

This job description is not intended to describe in detail the multitude of tasks that may be assigned, but rather to provide the employee with a general sense of the responsibilities and expectations of their position. It is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. As the nature of business demands change so, too, may the essential functions of this position.

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