



JOB DESCRIPTION

Job Title: Operations Support Specialist
Department: Corporate Operations
Reports To: Director of Technology and Services

POSITION:

The Operations Support Specialist (OSS) is responsible for stewarding the mission, goals, and objectives of C12, LLC, by working directly with the **Director of Technology and Services** and the Corporate Operations Team to support, strengthen, and equip C12 Chairs and support staff.

The primary focus will be supporting our chair operations, data analysis, and chair resource training. This includes pre-training orientation, post-training support, guidance on the use of tools, support and enhancement of tools, systems and resources that Chairs utilize to grow and maintain their C12 practice. Additional focus areas will be working with the Corporate Operations Team in various projects, data reporting, arranging meeting logistics, etc., that help C12 Chairs better achieve their goals and fulfill our common mission.

EXPECTATIONS / SKILLS:

The OSS must be comfortable getting results working with raw data sources as well as comfortable assisting others and providing customer service to the chair corps. Must be comfortable in having effective conversations over the phone, google hangouts, conference calls, as well as, face to face. This position will have responsibilities over all field regions and will have target benchmarks to achieve as KPIs (ie, Reporting deadlines, Support ticket responsiveness, etc.).

TRAVEL: Approximately 1-5%.

QUALIFICATIONS / SKILLS / KEY QUALIFICATIONS:

EDUCATION: A bachelor's degree is required. Proficiency in MS Office products and Google drive tools is expected.

DUTIES / RESPONSIBILITIES:

Key Responsibility	% Role	TASKS	KPI's
Chair Support	30%	<ul style="list-style-type: none">Respond to all Groove Tickets within the realm of job description and knowledgeAssign out tickets to appropriate partiesEnsure clarity and organization of Groove labels and foldersProvide prompt over the phone assistanceStay up to date and trained on relevant C12 Platforms	<ul style="list-style-type: none">Mean First Response time < 3 HoursMean Resolution time < 6 hours

Member Exit Interviews	10%	<ul style="list-style-type: none"> • Lead Member Exit Interview process • Report Exit data quarterly or as needed 	Report generated and delivered within 2 weeks after the close of the quarter
Website Management	5%	<ul style="list-style-type: none"> • Update C12 Meeting information for chair corp • Create RSVP pages for Executive briefings • Enter in new and update existing chair information/bios as needed 	Requests responded to within Groove response limits
Platform Management	20%	<ul style="list-style-type: none"> • SME on all Operations Platforms • First point of contact for Vendor Customer Support 	<ul style="list-style-type: none"> • 99% Up time • Requests responded to within Groove response limits
Reporting	15%	<ul style="list-style-type: none"> • Pull information from MAP for monthly Reports (Chair Report Output, Prayer Requests, Praise Reports, New members) • Report on Groove Ticket measurements and FAQs for the month • Format and brand reports • Keep Contact list up to date 	All Reporting completed within 5 business days of close of the reporting period
LACRM Leads	10%	<ul style="list-style-type: none"> • Quickly and accurately assign out national leads • Teach LACRM use to new chairs/peers as needed • Track lead follow-up after assignment 	<ul style="list-style-type: none"> • Leads assigned no later than 2 business days after entry • Leads tracked and determined 1 week after assignment
Office Ministry Champion	5%	<ul style="list-style-type: none"> • Develop a strategy for the office using the Ministry matrix • Delegate the Ministry activities and shepherd their success 	<ul style="list-style-type: none"> • Build a plan and associated budget for the upcoming year by October of the preceding year • Provide monthly progress reports in Staff Meetings.
Project Support	5%	Be available to assist in Corporate Operations projects along with peers	Delivered on time

KEY CHARACTERISTICS OF ROLE:

CALLED: A strong sense of passion for our mission and a real sense of this role and company being a great fit for the gifts, talents, passions, and experiences with which God has entrusted this person. Mission-motivated and a resolve to overcome anchored in a sense of purpose in the work.

SERVANT LEADERSHIP: Nobody is above any task, and we are all here to serve others. Every customer – internal or external – is in need of help, and the most powerful way to lead will be to serve at a high level.

LEARNING and ADAPTIVE: In a small business with a big mission and one that is scaling up rapidly, new systems, technology, and situations will be normal. This person must have an appetite for learning and adapting to the status quo changing throughout the year.

CUSTOMER SERVICE: Every phone call and Email is not a distraction – they are the mission! We're in the people business, so every interaction matters and either communicates our mission and values or dilutes it. We serve a network of CEOs and executives, so the bar is set high!

GRIT, DETERMINATION, and RESOURCEFULNESS: Not everything will have a pre-planned solution. This

person will have to be resourceful in figuring things out, able to resist being overwhelmed, and willing to roll up their sleeves until they make it work. Whether it's looping in other people, finding tools online, or seeking out best practices, this person will have to have an open mind and good resolve.

ORGANIZATIONAL SKILLS: We serve a God of order and beauty but live in a world of chaos and confusion. This person will have the opportunity to help bring the Kingdom of God to the office by being a constant organizational force. This will require a capacity for seeing patterns, discerning better processes, and prioritizing and systemizing for improved outcomes

HIGH CHARACTER: We operate with a high trust culture. We must operate out of personal values and integrity or this will not work. Integrity, honesty, compassion, reconciliation, and diligence are all things this person must possess to flourish here.

ENERGY & ENTHUSIASM: This person must bring the joy and passion for work to the job. Spurring one another on in the work, being self-motivated to see the positive, and encouraging others on the mission is essential.

CORE VALUE ALIGNMENT:

Our Mission – Why We Exist

We exist to equip Christian CEOs and owners to build great businesses for a greater purpose.

Our Vision – What We Want to Achieve

To change the world by advancing the gospel in the marketplace.

Our Values – The Way We Will Accomplish This Mission

Our core values shape the way we go about fulfilling our mission, how we behave, and the accountability parameters around innovation and execution.

Our core values are:

Results Matter - God measures results and so should we.

Gratitude - We embrace our calling in light of God's grace with thanksgiving.

Pressing On - We operate with a zeal for God's best in all things, never settling, coasting, or quitting.

Camaraderie - We joyfully serve as a cadre, embracing God's call to unity in Christ.

Humility - We desire God's best and are always open to learning and correction.

Bema Mindset - We operate as stewards with eternal accountability in everything.