

Ideal Candidate Profile

Operations Coordinator



C12HQ Overview

Founded in 1992, C12 operates business forums for CEOs, Key Players and Industry peers around the globe for Christian business leaders. Structured as a franchisor, we support more than 140 full-time Chairs who operate hundreds of forums representing 3,000+ dues-paying Members. Our HQ team provides systems, tools, curriculum, group formats, marketing, training, accountability, and execution support for the Chairs and Members globally.

C12 Members participate in monthly meetings with peers for leadership development, accountability, wise counsel, and best practices to lead businesses as ministries (BaaM). The content we provide equips them to achieve measurable results in the five core areas of business: organizational development, operations, financial management, revenue generation, and ministry, all anchored around a Christ-honoring cultural paradigm (mission/vision/values).

For more information, visit www.c12forums.com

Our People Strategy

We are in the people business! While we can never reach a perfect organizational model, we can certainly strive towards it in our daily efforts and mission. With that vision comes a focus of key initiatives we are working on, listed here, with the indicators of what it should look like as we approach:

Shared Direction: A collective understanding of what the organization stands for, where it is going, and how we will get there. Indicators: a clear inspiring vision, well-executed strategies, clear aligned goals.

Authentic Values: Deeply held principles guiding all decisions and relationships and reflected in the conduct of everyone at all times. Indicators: high levels of trust and communications, uncompromising integrity and ethics, socially responsible practices.

Productive Relationships: Open, collaborative relationships that recognize and honor the commitments that people make to themselves, each other, their work, and the organization. Indicators: respect for all individuals, effective problem solving and decision-making, clear accountability, effective teamwork at all levels.

Liberating Processes: Flexible structures, processes, and technologies that allow people to do their best work and to collaborate effectively across boundaries. Indicators: clear organizational design, collective knowledge, the right tools and technologies, the right people for the right jobs

Outcome Learning: Results-focused learning that strengthens individual and organizational capacity to cope with the present and define the future. Indicators: continuous teaching and learning, effective knowledge and skills development, leadership development at all levels.

Motivating Metrics: Fair, meaningful performance requirements that measure, reinforce, and reward high performance and manage poor performance. Indicators: clear and energizing performance requirements, relevant work measures, differentiating rewards.

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 Behave & Will Accomplish This Mission*

Our mission compels us to do all things in a replicating way where we are fostering disciple-making disciples of Jesus in the marketplace. 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.

Additionally, we operate within C12HQ embodying the pursuit of what we call "Buffalo Culture," which undergirds the core values and mission of C12. You can read more about the "Code" for a Buffalo Culture at BuffaloCulture.com.

The Position

We're looking for an experienced professional to join the Field Operations team as an Operations Coordinator. The best candidate will know how to execute top-notch internal training events, drive the execution of internal projects, and provide administrative assistance for department leadership.

This position will report directly to the Director of Field Operations. Success will be dependent on the ability to execute well on an event plan, think creatively, produce deliverables with excellence, speak insightfully and confidently into process improvement, and provide administrative support including email and calendar management.

C12 supports situationally-accommodating working arrangements. The position is a hybrid of in-office, field travel (10%), and telecommuting—the percentage of each is dependent on the candidate's experience. **However, the candidate will be located in San Antonio and be flexible for event travel as needed.**

Responsibilities:

- Oversee and facilitate all aspects of meeting planning from site selection, vendor negotiation, event registration, onsite staffing, and post-event reporting.
- Prepare banquet event order (BEO) information with event venues.
- Work directly with registrants on problems and inquiries.
- Develop and maintain solid relationships with event partners.
- Oversee meeting preparation, supply ordering, and packing/shipping of event materials.
- Create invoices and receipts as requested; track expenses for event budget reconciliation.
- Create and analyze online evaluations and prepare post-event reports.
- Conserve leadership's efficiency by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating phone calls.
- Maintain appointment calendars by planning and scheduling meetings, travel, and teleconferences.
- Relays detailed information in person or on the telephone; answering and directing inquiries.
- Completes department projects as assigned.

Preferred Qualifications:

- Exceptional written and verbal communication skills.
- Strong time management skills and ability to manage concurrent tasks efficiently.
- Superior attention to detail; first class organizational skills.
- Certified Meeting Planner (CMP) or 2+ years equivalent professional meeting or event planning experience.
- High energy, positive, professional attitude, pride in work product.
- Strong computer and technology skills.

Key Intangible Characteristics of the Ideal Candidate

Called – A passion for our mission and a sense that this role and company are a strong fit for the gifts, talents, passions, and experiences with which God has entrusted this person. Must be mission-motivated and maintain a resolve to overcome obstacles 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 – As a small business with a big mission that is scaling rapidly, new systems, technology, and situational adaptability is normal and to be expected. This person must have an appetite for learning and skill improvement.

Grit, Determination, & Resourcefulness – Not everything will have a pre-planned solution. This person will have to be resourceful in figuring things out, resisting 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 creativity but live in a world of chaos and confusion. This person gets to help bring the Kingdom of God to the office by being a constant organizational force. It will require a capacity for seeing patterns, discerning better processes, and prioritizing and systemizing for improved outcomes.

Chemistry Fit – We have a unique and fun culture—we laugh, we tease in love, we press in, we work hard, and we jump in to figure things out. Fitting into the team chemistry is essential, particularly in a lean HQ team!

High Character – We operate with a high trust culture. Our work must be fueled by personal values and integrity or this will not work. Integrity, honesty, compassion, reconciliation, and diligence are all things this person must possess in themselves to flourish here.

Energy & Enthusiasm – This person must bring joy and passion for work to the job. Spurring one another on in the work and being self-motivated to see the positive and encourage others on the mission is essential.

Multi-Tasking – This is not a steady state or static environment. Workflow will cycle and interruptions are normal, so this person must be able to juggle and adjust on the fly.

Project Management – While multitasking, this person must be able to keep an eye on deadlines and critical dependencies and either work to preserve them or bring people in before things are missed.