



POSITION:

The Corporate Operations Support Specialist stewards the mission of C12 by leading the help desk support, training new chairs, and coordinating projects across the department. The position reports directly to the Director of Corporate Operations.

The ideal candidate is a problem-solving, technology-oriented, people-person who ensures that C12HQ Staff, Chairs, and Members get the answers and materials they need to succeed.

Support - This position is responsible for partnering with Chairs to help them succeed and provide a high-quality experience for their members. They support the mission of each franchise by providing consultative tactical support. This role takes a leadership role in managing our inbound ticketing system.

C12HQ & New Chair Equipping - This position works closely with the Director of Corporate Operations to identify the needs of C12HQ Staff. They develop and execute strategies to fulfill these needs. This position also trains new C12 Chairs and Staff on our technology stacks and provides best practices for them.

Departmental Coordination - This role will cross-train with each member of the Corporate Operations team and be able to support their function in their absence. They will keep the department coordinated especially through the maintaining documentation of and facilitation of the departmental L10 meetings. They will also be responsible for project management of projects owned by Corporate Operations.

EXPECTATIONS / SKILLS:

TRAVEL: 5 - 10%

QUALIFICATIONS / SKILLS / KEY QUALIFICATIONS: Excellent written and verbal communication,

EDUCATION: A bachelor’s degree is required.

DUTIES / RESPONSIBILITIES:

Key Responsibility	% Role	TASKS	KPI's
Support	35%	Answering Groove Support Tickets Answering Chair Phone Calls Assisting Chairs and Members with our Technology platforms.	Mean First Response time < 3 Hours Mean Resolution time < 6 hours CS Satisfaction >85%
C12HQ Support	20%	Create Statement of Works for and complete internal work requests.	SOW Satisfaction >80%
Training	10%	Assist New Chairs with technology training	Satisfaction score >80%
Departmental Coordination	15%	Maintain departmental L10 Assist in running departmental L10	Weekly updating of the Corporate Operations L10
Projects	20%	PM projects as assigned as prescribed by C12 internal PMO standards	Projects on time and on budget

KEY CHARACTERISTICS OF THE 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.