

Development Administrative Coordinator



Location: Grand Rapids, Michigan

Department: Development

Reports To: Vice President of Development

Status: Full-Time Preferred; Part-Time May Be Considered

ABOUT WORDS OF HOPE

Words of Hope equips indigenous Christian leaders to share the hope of the gospel in the heart languages of unreached people.

Working alongside ministry partners across Africa, the Middle East, South Asia, and beyond, we provide media resources, training, encouragement, and support that help local Christian leaders reach their communities with the message of Jesus Christ.

POSITION SUMMARY

The Development Administrative Coordinator provides essential administrative, operational, and donor-support services for the Development team at Words of Hope. This role supports fundraising initiatives, donor relations, event coordination, travel logistics, reporting, and CRM/database management to help advance the organization's mission and stewardship efforts.

This position is ideal for a highly organized, detail-oriented, and relational individual who enjoys supporting a team, coordinating meaningful events, and helping donors connect with the impact of gospel ministry around the world.

Every donor relationship, event, report, and communication supported through this role helps equip indigenous Christian leaders to share the hope of the gospel with unreached people.

COMPENSATION & BENEFITS

Salary Range: \$35,000–\$45,000 annually for full-time employment, depending on experience, qualifications, and demonstrated skills. Compensation for a part-time schedule would be prorated accordingly.

Words of Hope offers a comprehensive benefits package, including:

- Health, dental, and vision insurance
- Life and long-term disability insurance
- 403(b) retirement plan with employer contribution
- Paid vacation and holidays
- Professional development opportunities

KEY RESPONSIBILITIES

Development Administration

- Manage and maintain the Development team calendar, including updates and scheduling coordination
- Coordinate donor material orders in collaboration with the Communications team

- Assist with portfolio reviews and related administrative support
- Prepare and process expense reports for the Vice President of Development
- Ensure development officers are equipped with necessary donor and ministry materials
- Respond to and field donor calls, inquiries, and requests
- Provide administrative assistance related to development travel and logistics

Events & Travel Coordination

- Coordinate and manage donor events, prayer breakfasts, ministry gatherings, and other organizational events
- Arrange travel logistics for international teams, guests, and ministry partners
- Provide administrative support for donor field trips and ministry visits
- Coordinate invitations, registrations, venue logistics, materials, food, and event communications
- Help create welcoming and meaningful experiences for donors, guests, and ministry partners

Gift Processing & Database Management

- Serve as backup support for gift processing functions
- Manage reporting for major gifts, including quarterly donor reports and special reporting needs
- Assist with and help manage grant applications and related documentation
- Coordinate gift tracking and related donor communications
- Maintain and update donor records within Salesforce and other CRM systems
- Conduct periodic data cleanup and record maintenance to ensure database accuracy
- Support CRM processes and help strengthen team effectiveness in database usage
- Conduct donor and prospect research
- Generate giving reports, action reports, and monthly team reports

Professional Development & Collaboration

- Pursue continuous growth through workshops, conferences, professional development opportunities, and peer networks
- Participate actively in staff meetings, retreats, and organizational initiatives
- Contribute to a collaborative, faith-centered culture that reflects the mission and values of Words of Hope

QUALIFICATIONS

Required

- Deep personal faith characterized by Christian practices and public witness
- Passion for reaching unreached peoples with the gospel
- Strong administrative, organizational, and project coordination skills
- Excellent verbal and written communication abilities
- High attention to detail and accuracy
- Ability to manage multiple priorities and deadlines effectively
- Strong interpersonal skills and donor-service orientation
- Ability to maintain confidentiality and professionalism
- Proficiency with Microsoft Office and/or Google Workspace

Preferred

- Experience in nonprofit development, fundraising, administration, ministry support, hospitality, or event coordination

- Experience with Salesforce or another CRM/database system
- Bachelor's degree or equivalent professional experience

IDEAL CANDIDATE CHARACTERISTICS

The ideal candidate:

- Enjoys building relationships and serving others
- Thrives in a team-oriented environment
- Loves creating order, organization, and follow-through
- Takes initiative and works proactively
- Communicates warmly and professionally
- Enjoys coordinating events and hospitality experiences
- Has a heart for Christian ministry and global missions

RELATIONSHIPS

The Development Administrative Coordinator reports to the Vice President of Development and collaborates closely with members of the Development, Communications, Operations, and Discipleship teams.

WORK REQUIREMENTS

- Full-time schedule is preferred; a part-time schedule may be considered
- Occasional evening and weekend responsibilities related to events
- Ability to lift up to 20 pounds
- Valid driver's license and access to a personal vehicle for local and regional travel
- Ability to travel occasionally in support of donor engagement and ministry events

TERM OF EMPLOYMENT

At-will employee.

DISCLAIMER

This job description is intended to describe the general nature and level of work performed by individuals assigned to this position. It is not an exhaustive list of all duties, responsibilities, or qualifications required. Words of Hope reserves the right to modify, add, or remove duties as necessary.