



Impact Coordinator / Financial Services Back Up

The **Impact Coordinator** supports the WDA Headquarters and Ministry teams to promote events, increase ministry engagement, conduct effective follow up, and track impacts. Experience in Sales a plus.

As a **Financial Services Back Up**, this person will also be cross-trained in WDA's Accounting and Payroll practices to provide financial redundancy in the event of emergencies. Must have accounting/payroll experience.

The Impact Coordinator reports to the Director of Generosity & Director of US Church Min. **This is part-time, hourly, on-site position. 20 hours @ \$16/hour.**
Option to raise personal support available.

Position's Desired Outcomes

- Support efforts to increase WDA event registrations, sales, and user engagement.
- Connect leads with experiences/ opportunities they align with.
- Provide meaningful individualized follow up & care after events and group experiences to support continued growth, next steps in disciple building, and/or generosity.
- Enhance impact reporting infrastructure and facilitate periodic impact reporting from WDA ministry teams, disciple builders, and cohort leaders.
- Provide redundancy in areas of WDA accounting and payroll services.
- Support WDA staff/HQ by answering phones.
- All efforts support the end goal of people being disciplined, actively discipling others, or financially supporting discipleship.

Responsibilities include:

Administration / Campaign Support

- Answer phones and provide excellent customer service to callers & those who want to be connected. to various opportunities.
- Make phone calls for special campaigns and event promotion.
- Follow up with event attendees to encourage appropriate next steps and garner feedback.
- Insert leads & event attendees into the correct communication funnels. Experience with Mailchimp, Eventbrite, Neon or similar CRM, Kajabi or similar LMS a plus.

Impact Reporting Facilitation & Support

- Develop & implement a more robust Impact Reporting process for all of WDA's ministries, staff members, and event/group participants.
- Organize & manage Impact Reporting chains of communication.
- Contact WDA staff members & disciple builders when Impact Reports are due.
- Share special stories of impact on WDA social media or provide to Comms Team.



Accounting / Payroll Support

- Back up WDA Bookkeeper as needed. Accounting experience required. Experience with Quickbooks a plus. Additional training provided.
- Back up WDA Payroll Coordinator as needed. Payroll experience preferred. Experience with Quickbooks a plus. Additional training provided.

Perform all other duties as assigned by the Director of Generosity or Director of Church Ministry.

Position Requirements:

- Experience with financial services required, including bookkeeping and payroll.
- Excellent interpersonal skills, both orally and in writing. Outgoing, ability to communicate and connect well with people via phone, email, and in person. Must be able to work with a diverse group of people and display cultural sensitivity.
- Familiarity with a CRM database preferred.
- Understanding of automated web and email pipelines for segmented audiences. Familiarity with Mailchimp or email service provider a plus.
- A humble attitude and desire to be trained. Ability to collaborate well.
- Highly organized and efficient, with demonstrated ability to work under pressure to meet strict deadlines. Thorough and precise with a strong attention to detail.
- Must be flexible, adaptable, and able to multitask. Strong customer service mentality with a can-do approach.
- Must be able to demonstrate healthy conflict resolution and emotional health.
- Most importantly, must exemplify a strong relationship with Jesus Christ, a love for God's people, and a passion for discipleship. Familiarity with ministry work or missions is a plus.