



OFFICE & EXECUTIVE COORDINATOR

ABOUT KIDS HOPE USA

At Kids Hope USA, we believe that all kids matter to Jesus and that they deserve caring and consistent adults in their lives who are there to help them thrive. We believe that the local church is called to care for children in their community. Since 1995, Kids Hope USA has lived into that belief, and into our mission to build life-changing relationships, one at a time.

Kids Hope USA pairs community-focused churches, businesses, and organizations with their neighborhood schools to send volunteer mentors into the schools to meet with students in a one-on-one mentoring relationship. Today, Kids Hope USA is represented in over 750 mentoring programs across the country.

Do you share our passion for making a difference in the lives of children through the local church? Are you a proactive, organized, relationship-centered individual who enjoys anticipating needs, connecting people, and making things happen behind the scenes? Are you energized by creating welcoming environments, bringing clarity to busy days, and helping a team thrive? If so, Kids Hope USA could be the right team for you!

CORE VALUES



RELATIONSHIPS MATTER

Christ-centered.
Stronger together.



BE EXCELLENT

Do what you say you will do.
Deliver exceptional
experiences.



KEEP IT SIMPLE

Less is more.
Keep the main thing, the
main thing.



GO TOGETHER

How can I help?
Collaborate.
Together, we will.



BELIEVE WHAT'S POSSIBLE

Be curious. Keep dreaming.
Go boldly.

POSITION DESCRIPTION

- *Employment:* Hourly, full-time
- *Reports to:* Chief Operating & Experience Officer
- *Location:* Zeeland, MI

Kids Hope USA Office & Executive Coordinator Expectations:

The Office & Executive Coordinator is a key connector and operational support for Kids Hope USA, creating clarity, stability, and margin for our leadership and team. This role anticipates needs, coordinates priorities, protects organizational rhythms, and ensures the details that keep our organization moving are handled thoughtfully and consistently.

From supporting executive leadership and coordinating board and team communications to creating a welcoming office environment and keeping everyday operations running smoothly, this individual helps people stay connected and focused on what matters most. The ideal candidate is proactive, highly organized, relationship-oriented, and comfortable moving between big-picture coordination and the details that bring it all together.

EXECUTIVE SUPPORT & ORGANIZATIONAL RHYTHMS

- Provide proactive, trusted support to leadership by anticipating needs, coordinating priorities, and helping keep people, plans, and processes moving forward.
- Coordinate executive calendars, appointments, travel arrangements, and key relationship touchpoints.
- Coordinate Kids Hope USA's EOS rhythms, including Level 10 meetings, quarterly and annual planning, leadership team meetings, and board meetings.
- Prepare meeting agendas, materials, communications, and logistics; track action items and ensure timely follow-through.
- Maintain organizational calendars, anticipate upcoming needs and key milestones, and proactively bring forward helpful reminders, ideas, and preparation.

OFFICE OPERATIONS & TEAM SUPPORT

- Own day-to-day office operations, including supplies, inventory, mail, vendors, Kids Hope USA merchandise and online store fulfillment, and maintaining a clean, organized office that creates a welcoming first impression.
- Coordinate administrative processes and general inquiries, including receipting, mileage, mailings, processing agreements, responding to or directing general phone and email inquiries, and preparing initial drafts for communications as needed.
- Coordinate technology and systems support, troubleshoot common issues, and help team members navigate tools and resources.
- Identify opportunities to simplify and improve processes, maintain clear documentation, and support special projects and organizational needs.

CULTURE, HOSPITALITY & CONNECTION

- Create a welcoming, hospitable office environment where team members and guests feel seen, valued, and supported.
- Coordinate team gatherings, retreats, celebrations, and other opportunities that strengthen relationships and build organizational culture, including related travel coordination and logistics.

- Support meaningful team rhythms and relationship touchpoints through thoughtful communication, scheduling, and follow-through.
- Serve as a go-to resource for team coordination, helping connect people, information, and opportunities.
- Represent Kids Hope USA with warmth, professionalism, and a strong understanding of our mission and culture.

WHAT WE'RE LOOKING FOR:

- **Committed Christ-follower:** A vibrant and authentic Christian faith that guides your actions and aligns with Kids Hope USA's mission to show God's love to children through mentoring and the local church.
- **Proactive & Anticipatory:** Naturally looks ahead, recognizes needs before they arise, connects the dots, and takes initiative to move things forward. Curious and resourceful in anticipating needs and finding solutions.
- **Relationship-Centered:** Enjoys connecting with people and creating environments where others feel welcomed, valued, and supported. Understands that great coordination is ultimately about people, not just logistics.
- **Highly Organized & Detail-Oriented:** Naturally thinks in workflows, checklists, and systems. Manages multiple priorities with accuracy, consistency, and strong follow-through.
- **Trusted & Discreet:** Demonstrates sound judgment, professionalism, and confidentiality when working with executive leadership, board members, and sensitive organizational information.
- **Effective Communicator:** Strong written and verbal communication skills, with the ability to interact professionally and warmly with a variety of people.
- **Flexible Problem-Solver:** Comfortable navigating changing priorities, troubleshooting challenges, and finding practical solutions. Brings a calm, can-do approach to the unexpected.
- **Tech-Comfortable:** Proficient with Microsoft Office and digital tools, with the confidence and willingness to learn new platforms, troubleshoot issues, and research solutions.
- **Helpful Experience:** Experience in office management, executive assistance, operations coordination, event planning, or administrative support. Experience supporting senior leaders or boards is beneficial. Experience in a nonprofit, ministry, or mission-driven organization is helpful, but not required.

WHY JOIN US?

The mission of Kids Hope USA has never been more important, and the opportunities for growth are abundant. Kids Hope USA has a well-earned reputation as an organization of superior quality, stewardship, leadership, and mission. If you are looking for meaningful work with a passionate, high-performing team where relationships matter and the details make a difference, we look forward to hearing from you!

HOW TO APPLY

Submit your resume and a cover letter sharing your interest in the position and passion for Kids Hope USA's mission to careers@kidshopeusa.org.