



Opportunity Profile

OFFICE MANAGER
CHURCH OF CHRIST DEVELOPMENT
COMPANY

NELSON/KRAFT
AND ASSOCIATES

EXECUTIVE SUMMARY

Church of Christ Development Company (CCDC) is searching for a relational administrative leader with business acumen to join their team as Office Manager.

The Office Manager reports to the CCDC Board of Directors and leads an office team consisting of the Senior Loans Consultant, Loans Consultant, Accounts Administrator and Technical Assistant. The role of the Office Manager is to implement the strategic plan, measure and drive progress towards goal attainment, manage adherence to established procedures and to provide leadership for the daily efficient operations of CCDC.

CCDC's strategic plan outlines the direction and objectives of the organization over the next five years, spanning from 2025 to 2030, focusing on their mission to provide financial support to Canadian churches who align with their beliefs of promoting the Gospel. Under the leadership of the Office Manager, the organization will deepen their impact on the approved affiliations they serve by driving growth through expanded partnerships and funding opportunities, increasing their loan portfolio, increasing brand awareness and credibility and enhancing organizational efficiency. The Office Manager will help further develop CCDC as a trusted leader as a lender, ensuring that they continue to deliver meaningful and measurable outcomes.

The Office Manager will provide essential administration, enhancing operational efficiency and enabling the management team to focus on strategic marketing priorities. This role will ultimately contribute to a more efficient, focused and productive organizational environment.

The Office Manager will oversee key communications with applicants and assist from time to time with loan applications and loan consultations.

If you are a seasoned manager of people with an administrative background and a team player attitude, and are fully aligned with the objectives of CCDC, we would love to hear from you!

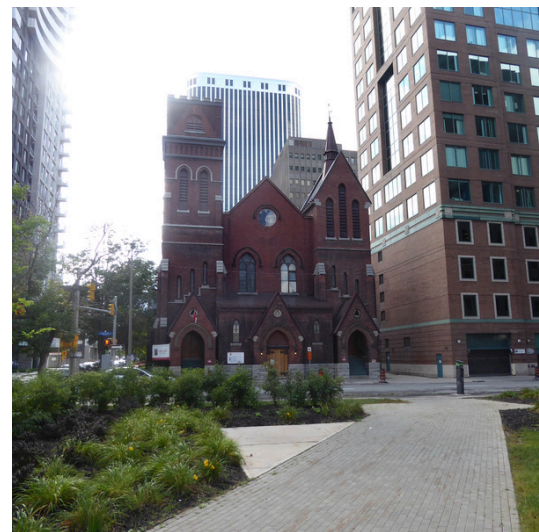
OUR STORY

At Church of Christ Development Company Ltd. (CCDC), we provide low-interest capital loans to congregational churches from several affiliations in Canada that fit with our Bible based Statement of Beliefs and Practices. Through donations, conservative stewardship and the blessings of Malachi 3:10, our starting fund of \$4,000 has since grown to the point where CCDC has been able to provide low to medium-sized loans. not only to our base affiliation but also to other affiliations; all without any outside funding source.

CCDC was founded in 1957. In the beginning, we only offered our loans to Christian churches, and more specifically, Church of Christ congregations. Starting in 2013, we began our ecumenical expansion to new affiliations. It is our goal to partner with other aligned churches in the future. Our heart is to finance churches who align with our goals and values to help build the Kingdom. With the goal of spreading the Gospel message, CCDC looks forward to having many more new and exciting opportunities for church building and development in Canada.

KEY RESPONSIBILITIES

- Model a proactive, collaborative and authentic faith-based leadership style to all partners engaged in CCDC activities, demonstrating integrity and accountability both professionally and personally.
- Review existing marketing efforts, and where needed, develop and distribute impactful marketing materials including brochures, digital resources and presentations that clearly communicate CCDC's value proposition and credibility. Ensure that all materials are aligned with key messaging and are targeted to key affiliations.
- Collect and leverage testimonials from trusted Partners to highlight CCDC's credibility and successful collaborations. Feature these testimonials across the website and through marketing materials to reinforce CCDC's trustworthiness and reliability.
- Compile and analyze data from Partner and prospect surveys and feedback to identify key areas for improvement in communication, services and partnerships. Use these insights to refine strategies to enhance trust and credibility within targeted affiliations.
- Learn and monitor administrative processes to identify opportunities for automation, prioritizing tasks that offer the highest return on investment by saving time, reducing manual errors and/or improving overall efficiency.





- Consider launching an email marketing campaign including newsletters to engage current and prospective Partners. Provide personalized content that highlights CCDC's expertise and collaboration opportunities. Segmentation will ensure messaging is relevant to each partner group.
- Review and adjust the annual schedule of priority marketing events and conferences aligned with targeted affiliations, ensuring that at least one representative attends each event. Track the impact of event participation on brand awareness, relationship-building and strategic partnerships.
- Set annual targets for the number of new loans and loan consultations, keeping the focus on expanding the loan portfolio, reinforcing a commitment to growth and relationship-building with Partners and affiliations.
- Ensure CCDC is meeting its targets for loan consultations, identifying qualified loan applicants, better understanding client needs and converting these opportunities into successful loan applications.
- Review and monitor internal business communications, including the tools and platforms currently used, to assess the communication flow, effectiveness and frequency, and to identify the specific communication needs of the Office Manager and board.
- Oversee the office layout and optimize for collaboration, teamwork and effectiveness, while also reviewing digital collaboration tools and resources to ensure they support effective communication in both physical and remote settings.
- Ensure updated cybersecurity measures are in place for the protection of communication systems and data, with a focus on implementing robust protocols, conducting occasional security audits and providing ongoing cybersecurity training for staff.

- Collaborate with the board to identify meaningful key performance indicators (KPIs) that align with CCDC's strategic goals and provide actionable insights to support data-driven decision-making. Develop and implement a structured reporting process that includes the frequency and format of reports for the identified KPIs.
- Communicate the strategic plan goals, strategies and tactics to the staff and work with them to establish action plans, responsibilities and monitoring of progress towards the achievement of the strategic goals.
- Provide activity reports and financial statements to the executive committee of the board on a regular basis and as requested. Work with members of various board committees as required to provide input and support.
- Work with the audit committee of the board and the bookkeeper to facilitate completion of the annual audit and to ensure that the activities of CCDC are in accordance with government requirements, organizational policy and accounting standards and conventions. Ensure that all annual tax filings are completed.
- Be responsible for budget preparation including working with the staff to develop sub-budgets and monitor ongoing adherence. Ensure the smooth and efficient flow of capital to meet corporate obligations.
- Work with the loan committee of the board to provide information and receive approval for loans that exceed the staff approval limit.
- Be responsible for all aspects of the designated gift fund programs including monitoring, implementation and promotion.
- Oversee all aspects of employee relations and HR including hiring and termination, monitoring effectiveness, conducting performance reviews and establishing and adhering to policies and procedures.
- Act as (or oversee) a legal liaison in matters related to routine mortgage placement. Work with the board, if necessary, on non-routine legal work.
- Travel to lead annual information meetings, to conduct occasional loan consultations and to attend events to represent CCDC.

CORE COMPETENCIES

- Collaborative with a faith-based, servant leadership style.
- Humble and authentic.
- Leadership development, mentoring and coaching skills.
- Delegation and proactive monitoring skills.
- Administration skills.
- Change management and decision-making skills.
- Goal and process oriented.
- Business acumen and professionalism.
- Networking and relationship building skills.
- Emotional intelligence and active listening skills (seeks to understand).
- Excellent verbal and written communication skills.
- Conflict resolution, critical thinking and problem-solving abilities.
- Client focused and relational.
- Analytical skills including planning, organizing and prioritizing abilities.
- Accountability and dependability.
- Financial management and budgeting skills.
- Strong computer skills.

QUALIFICATIONS

- Demonstrated maturity in Christian character and a biblical world view. Experience in church or Christian organizational leadership.
- Aligned and in agreement with the Statement of Beliefs and Practices of CCDC.
- A passion for and genuine interest in the mandate of CCDC to promote the gospel of Jesus Christ by providing low-interest capital loans to congregationally governed churches in Canada.
- 10+ years of progressive leadership/management experience. Previous not-for-profit sector experience in a related field is preferred.
- University degree in a relevant field such as business, commerce or administration.
- Previous experience in banking, finance and/or lending is an asset.
- Previous experience in the implementation of a strategic plan and the achievement of goals and objectives is an asset.
- Financial management and budgeting experience with a similarly sized organization.
- Able to travel for loan consultations and conferences to represent CCDC in the field.
- Able to work with a President, executive committee and board to achieve goals consistently. Able to accept coaching as needed.
- Experience with and interest in the administration of policies and procedures.
- Efficiency motivated, organized and a good steward of resources.
- Demonstrated experience with multi-tasking and managing several projects at one time.
- Able to communicate at a highly professional level to act as an ambassador of CCDC.

OUR SEARCH TEAM



jeff@nelsonandkraft.com
647.409.2922

JEFF PITCHFORD LEADING THE SEARCH

Jeff is an accomplished Senior Executive, with over 25 years of leadership experience across the chemical manufacturing and food processing industries. He wears many hats including Business Consultant, Executive Coach, Board Member, Forum Chair and Birkman Certified Professional. Jeff specializes in leadership development and team-based business success. He is passionate about developing leaders and building high performance teams.



matt@nelsonandkraft.com
613.355.1412

MATT ROBBERSTAD SUPPORTING THE SEARCH

Matt is an accomplished Talent Acquisition Manager with a strong background in the non-profit sector. With over a decade of leadership experience in recruitment and retention, he has a proven record of success. Matt has effectively managed end-to-end recruitment processes for a wide range of positions at Christian Horizons, a major faith-based developmental service organization in Canada. His extensive expertise in recruitment and selection enables him to identify the ideal candidates for various organizational roles.

ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline and details for this search:

Location: Edmonton, AB

Application Deadline: open until a suitable candidate is found

Start Date: TBD

HOW TO APPLY

Apply online at nelsonandkraft.com/jobs with your cover letter and resume. You must be eligible to work in Canada.

Nelson/Kraft & Associates Inc. is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

Nelson/Kraft & Associates Inc. welcomes and encourages all interested applicants to apply for this position and is committed to the principles of diversity and inclusion in its hiring practices, and will only make distinctions among interested applicants in accordance with the applicable Human Rights legislation.

Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.