



Family-Care Coordinator

Campus (or Global):	Grace Community School
Reports To (Position):	Director of School Accounting
Compensation:	\$21 per hour; non-exempt
# of Hours:	15 to 20 with some variation depending upon the school's needs
Office/Remote:	Office: 15-25% and Remote: Up to 85%
Office Location:	3105 University Boulevard, Tyler, Texas
Work Days:	Flexible between Monday - Friday, during regular business hours

Position Summary

This position is responsible for facilitating the variable tuition process for new and existing Grace Community school families by working in close collaboration with the Grace Community of Tyler business office, head of school, and admissions office. The goal of the position is to offer families a more personalized experience as they consider how to make Christian education affordable for their family.

WHO YOU ARE

I may be a bit of a secret self-starter. Others may not see it outright, but contributing to building something new, developing protocol, and adjusting as the need arises are exciting to me. I can certainly add value if things are in place, but I am just as happy to use my innovative skills to be on the ground floor as something is created or refined. Collaborating to achieve the desired outcomes is extraordinarily satisfying.

As a person interested in the role of Family Care Coordinator, I am driven by my love of and care for people. Relationships with families of school-aged children feed my spirit—the opportunity to support them through the variable tuition process, which makes Christian education affordable, is a privilege, and the best outcome is knowing that they understand fully even with or in spite of all its intricacies.

Because I am experienced in a variety of roles with this demographic, I comfortably navigate the nuances of emotions surrounding finances, family details, and the vulnerability required by them for me to assist. Satisfaction in partnering with families as they share confidential and sensitive information allows me to encourage and reassure them. Walking with families in this season is a joy!

Practically speaking, I am keen about accounting and orderly presentation of numbers, data in general, and reports. The thought of being relational as I am family-facing and orderly as I am processing data makes my day. A well-organized calendar is a must for me, but the interruptions of an unexpected and or urgent matter do not interfere too much. It is fairly easy to get back on track once I have a moment to reset. In-person work with my Grace peers is great, but I function well in my own office space and have a proven record of working independently once I understand all the role entails.

I recognize that being technologically savvy, particularly with new software, and relationally intuitive and emotionally intelligent are priorities.

WHO WE ARE

Grace Community School is a National Blue Ribbon Exemplary School, a charter member of the Council on Educational Standards and Accountability (CESA), and has Exemplary Accreditation through the Association of Christian Schools International (ACSI). At Grace, our mission is to assist Christian parents in educating, equipping, and encouraging their children to influence the world for Christ, or, as we say, to “teach Jesus.” At this beautiful K-12 school of 1,000 students located in the flourishing community of Tyler, Texas 1 ½ hours east of Dallas, we accomplish our mission by recognizing and promoting several core values, including redemptive community, educational sanctification, and life as worship.

GRACE Community School Mission:

To assist Christian families in educating, equipping, and encouraging their children to influence the world for Christ.

Essential Duties and Responsibilities

- Develop relationships with colleagues continuously promoting teamwork, relational unity and spiritual growth
- Understand and able to communicate the variable tuition application process and timeline to both new and existing GCS families.
- Receive FACTS variable tuition analysis and recommendation, determine the variable tuition award (considering predetermined budgetary constraints and the information provided by FACTS, and inquiring with families when needed)
- Professionally communicate tuition awards to GCS families in a positive and encouraging manner
- Re-negotiate tuition awards on an “as needed” basis to either retain an existing GCS family or enroll a new family
- Help families navigate the variable tuition process when application dilemmas arise
- Provide financial coaching and/or recommendations when needed
- Manage sensitive and confidential information with integrity
- Retain the ability to be flexible in an often-interrupted workflow environment

Exhibited-Faith Qualities

Strong, evident personal relationship with Jesus Christ

Evident commitment to Grace Community School's Statement of Faith & Mission

Servant Leader

Active member in a Bible-believing church.

Education and Experience

Required: Associate’s Degree (course of study to include communications, business, or ministry)

Required: Possesses excellent computer skills, mastery of excel spreadsheets and google suite applications; Adept at learning software (Shelby is the primary accounting software)

Strongly Desired: Work(ed) within a ministry-focused environment, specifically a private or otherwise tuition-based school

Desired: Familiarity with FACTS

Relationship

Internal partners primarily represent the Executive Leadership Team and Accounting

Partner with the Billing Specialist when special circumstances, such as late payments or inability to meet tuition obligations arise

External support is to Grace Community families receiving and or requesting and or rolling off of tuition assistance