



JOB DESCRIPTION

TITLE: Office & Communications Coordinator

CLASSIFICATION: Part-time hourly employee (20-28 hours weekly)

SUPERVISOR: Senior Pastor

GENERAL DESCRIPTION: The Office & Communications Coordinator is responsible for managing and performing the general office functions that support the various ministries of the church. This individual provides needed and appropriate assistance to the ministerial staff, volunteer ministry leaders, and church members.

PROFESSIONAL QUALIFICATIONS:

- Ability to multi-task and manage multiple assignments
- Ability to prioritize routine work and deadlines
- Proficient in the use of email, word processing, telephone etiquette, voicemail, digital/paper calendars, and other general office tasks as directed

Other desired qualifications: Graphic design experience and use of design software (i.e. Canva, InDesign, or similar products), website management, social media tools. Proficiency in Spanish may also be helpful, but not required.

PERSONAL QUALIFICATIONS:

- Must be a follower of Jesus and active in a local Bible-believing church
- Must possess excellent interpersonal skills and be able to work with a multi-cultural congregation
- Must be an effective communicator who is flexible, friendly, tactful, compassionate, approachable, and honest

JOB RESPONSIBILITIES:

1. **Customer Service** —The Office & Communications Coordinator is the first point of contact for guests/members either in person, via email, or over the phone. We desire for this individual to maintain a positive attitude and welcoming demeanor when greeting guests, giving them undivided attention.

Additional customer service responsibilities include, but are not limited to:

- Answering the phone and responding to voicemail and email messages in an expeditious manner
- Granting access and greeting guests/members as they arrive at the office
- Assisting guests/members with their various needs or connecting them with the proper employee to provide help as needed

2. **Office Administration**—The Office & Communications Coordinator is responsible for anticipating and supporting the needs of staff in the office, as well as providing support for the needs of the ministry leaders, congregation members, and others as directed by the office supervisor.

Additional administrator responsibilities include:

- Receiving and distributing mail to the appropriate staff members in a timely manner
- Sending out staff mail in a timely manner
- Maintaining office supplies
- Maintaining database of those with Key Card access to our facility; distributing and collecting Key Cards as needed or as directed

3. **Communications**—The Office & Communications Coordinator is responsible for coordinating and producing all print and digital communications maintaining brand consistency and standards.

This includes: The Crossroads Connection (weekly email), Prayer Request list (weekly email), bulletin for Sunday services (weekly print), print/digital graphics for announcements (weekly digital displays), may include some support for sermon PowerPoints (as needed), gathering budget items and ministry reports for our Annual Business Meeting, and other communications deemed necessary by the senior pastor.

4. **Calendar Management**—The Office & Communications Coordinator is responsible for creating, maintaining, updating, and communicating events on the church calendar, and facility resource schedules.

Some of the calendar management responsibilities include:

- Updating the calendar as events are scheduled
- Updating the room reservations as needed
- Notifying parties if there is a schedule conflict
- Notifying the congregation when event schedules change

5. **Database Management & Reporting**—The Office Coordinator is responsible for maintaining accurate data and timely reporting of data as needed by the Staff Team, members, and others. This data includes maintaining an accurate database of people, ministries, participants, and official actions of the church.

The Office & Communications Coordinator shall perform other tasks to support the needs of staff members and church leaders under the staff supervisor's direction.

STAFF RESPONSIBILITIES:

The Office & Communications Coordinator supports the mission and ministry of Crossroads by:

- maintaining strong and positive working relationships with fellow staff members, both ministerial and administrative
- working with all staff members to accomplish the ministry of the church
- completing all tasks and performing all duties with God-honoring excellence
- contributing to a harmonious and joy-filled work environment

TO APPLY:

Please send your resume and cover letter to office@crossroadsa2.org.