

Hope Community Church Job Description

Job Title: First Impressions Campus Coordinator
Role for:
Reports to: Campus Pastor
Supervises: First Impressions Volunteers at Campuses
FLSA Status:



Role Summary

The First Impressions Coordinator will be a passionate person who loves working with people and developing leaders. He/she has a high attention to detail, understands the power of effective hospitality and can successfully lead large teams of people, consisting of staff and volunteers, to cultivate a warm, welcoming and helpful environment for Hope Community Church weekend services and special events.

Essential Duties/Responsibilities

- **Leadership, Management & Accountability**
 - Create and maintain a volunteer culture where volunteers are valued, encouraged, connected, developed and deployed in the best environment for their gifts/talents.
 - Provide intentional leadership development for staff and volunteers through, but not limited to: discipling/coaching, conferences, team building activities/events, leadership events/workshops
 - Manage the Campus FI budget. Accountable for all expenses and providing supporting documentation through the reconciliation process.
 - Conduct Volunteer Trainings
 - Primary responsibility for the development and encouragement of FI Volunteer Director team
 - Make ministry decisions at the campus level that are aligned with the mission, vision, and core values of Hope Community Church and the vision of First Impressions.
 - Communicates directly with teams for vision, instruction & encouragement

- **Guest Service Experience & Campus Hospitality**
 - Weekend coverage – must work during service times (can include Thursday, Saturday, Sunday) as needed to lead/oversee staff & volunteers
 - Help plan and execute events (i.e. weekly services, Christmas, Easter, Volunteer Appreciation, and other Special/Outreach events)
 - Address customer/guest service related challenges & issues in a timely, professional manner
 - Ultimate responsibility for weekend guest experience and execution of first impressions best practices
 - Point of Contact for cross-ministry collaboration and execution (i.e. ministry presence in common areas on weekends, support/cross-train volunteers for special events, communicate change in ministry information to front line volunteers)
 - Primary responsibility for Next Steps venue. Responsibilities include:
 - Create & maintain a warm and welcoming experience through the physical environment
 - Equip volunteers with needed resources, including training and development
 - Communicate to stakeholders pertinent changes, new information, updates, etc.
 - Ensure data collection process is done correctly and follow-up on missed points of connection
 - Oversee the sending of follow-up communication to first time guests in a timely manner
 - MOBILE: Primary responsibility for Set up/Breakdown of campus
 - Create, maintain and oversee Trucker and Striker volunteer schedule
 - Have general knowledge of truck/trailer specifications, contents of each trailer, storage location of trailers
 - Be able to lead a team of set up/breakdown volunteers in creating a Hope environment in a non-permanent space through the use of contents inside of cases.
 - Care for resources both that are the property of Hope and the non-permanent space we are using.

- **Vision Carrier**
 - Effectively communicate the vision of the First Impressions Ministry and successfully implement/execute its strategies at the campus level
 - Set yearly campus ministry calendar
 - Prepare Huddles for content & flow

- Develop identified volunteers to be able to deliver a huddle devotion that is encouraging, relevant and casts vision consistent with the FI ministry.
- **Administrative Duties:**
 - Prepare and maintain weekend volunteer supplies/materials
 - Manage the Volunteer Pipeline for FI at respective campus from initial entry to finalized placement on a volunteer team.
 - Oversees midweek volunteers
 - Create and maintain volunteer rosters
 - Maintain volunteer database in FellowshipOne.

Other Specific Duties/Responsibilities

- Strong verbal and written communication skills with staff, guests and volunteers that is timely and professional
- Attend all FI & Campus Staff meetings.
- Attend all Hope staff meetings as directed as well as one weekend service regularly.
- Abide by all budget allocations.
- Support the Hope Community Church statement of faith and staff guidelines.

Skills/Abilities

- Leader of Leaders
- Strong interpersonal skills – demonstrate an approachable personality, able to win people over and bring out the best in them, connect & build relationships with volunteers
- Strategic Thinker
- Adaptable and flexible
- Collaborative; work well with others as part of a team
- Takes initiative

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Core Competencies

Approachability

- Easy to approach & talk to
- Spends the extra effort to put others at ease
- Is sensitive to and patient with interpersonal anxieties of others
- Builds rapport well
- Is a good listener
- Is an early knower; getting informal & incomplete information in time to do something about it

Process Management

- **Organization**
 - Ability to gather and organize resources (people, budgets, material, and support) to meet objectives effectively and efficiently.
 - Ability to orchestrate multiple activities at once to accomplish the overall vision and mission of Hope Community Church.
- **Planning**
 - Ability to identify problems, set measurable goals and objectives, breakdown processes into steps, develop schedules and assignments, anticipate and adjust for road blocks, measure performance against goals, and evaluate results.
- **Informing**
 - Provides the information people need to know to do their jobs and feel good about being a member of the team, unit and/or organization.
 - Timely with information
- **Delegation**
 - Clearly and comfortably delegates both routine and important tasks and decisions
 - Broadly shares both responsibility and accountability

Motivating Others

- Creates a climate in which people want to do their best
- Can motivate many kinds of direct reports and team or project members
- Empowers others; pushes tasks and decisions down

- Invites input from each person and shares ownership and visibility
- Is someone people like working for and with

Customer Focus

- Is dedicated to meeting the expectations and requirements of internal and external customers/guests
- Acts with customer/guests in mind
- Establishes and maintains effective relationships with customers and gains their trust & respect.

Developing Direct Reports

- Provides challenging & stretching tasks and assignments
- Holds frequent development discussions
- People builder

Managing Vision & Purpose

- Communicates a compelling and inspired vision or sense of core purpose; talks beyond today
- Makes the vision shareable by everyone; can rally support behind the vision
- Can inspire and motivate entire units or organizations

Education and Experience

- Four year degree or equivalent work experience required.

Employee Signature

Date

Supervisor Signature

Date