



## MINISTRY COORDINATOR OF WELCOME

**Department:** Operations: Welcome

**Reports To:** Executive Director of Operations

**Hours/Week:** 19 Hours/Week

**FLSA Status:** Non-Exempt

**Schedule:** Sunday, Monday & Wednesday

**Job Class:** Ministry Coordinator

**Benefit Eligibility:** no benefits

**Location:** UPC Main Campus

**Pay Range:** \$21 to \$23 per hour

### SUMMARY

The UPC mission is: We are a family of communities joining Jesus to transform our lives and the lives of neighbors at the University of Washington, in our neighborhoods, and all around the world.

This position creates a strong ‘welcome’ to all who partake in worship and other events. Helps facilitate a culture of welcome and hospitality, for a first-time visitor or long-time Member. Executes a strategic plan for welcome which includes in-person and online experiences. Introduces congregants to discipleship, community, and missional opportunities as they deepen a relationship with Jesus Christ. Develops and maintains systems and processes to invite, train, assign, encourage and support congregants as they engage their gifts in the mission of Jesus.

### RESPONSIBILITIES

- Attends department and UPC staff meetings: Devotions, Lunch, TouchPoint, etc.
- Participates in corporate worship at UPC. Be a welcoming presence:
  - Greet guests and make introductions to members.
  - Actively engage in hospitality.
- Recruits, trains, and equips volunteer teams to serve as helpful ‘first impression makers.’ These teams will include but not be limited to ushers, greeters, Kiosk hosts, Welcome table hosts, and building way-finders.
- Collaborates with Communications, Facilities, Data Management to ensure consistent welcome messaging across platforms (website, signage, people flow, etc). Develops an effective out-bound communication plan for first-time guests, visitors, and regular congregants.

- Develops cross-departmental relationships to know and understand active ministry offerings and opportunities (Care, Discipleship, Family Ministries, Outreach, College, Worship, and Young Adults).
- Provides leadership with reports on in-person and online attendance, feedback loop communication, responses to 'call to action,' and effectiveness of building 'sticky' connections.
- Manages room reservations and set up needs for ministry programs and special events.
- Manages database needs (with Database Administrator) including data input, organizing information, and reports.
- Prepares and processes reimbursement requests.
- Works with the Communication Team for regular updates to social media accounts.
- Believes, understands, and communicates the gospel of Jesus Christ. Clearly articulates the mission and vision of University Presbyterian Church. Understands the polity of the Presbyterian Church.
- Other duties as assigned.

## QUALIFICATIONS

- Deep and growing faith in Jesus Christ and a theology consistent with the mission of UPC. Has read and understood the Essential Tenants and agreed to support them in the work they do at UPC.
- Cross-cultural competency and awareness.
- Minimum of 1 year experience with church hospitality.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Teams). Ability to effectively navigate software including but not limited to: EMS, Cognito, Ministry Platform, MailChimp, Church Online Platform.
- Familiarity with social media outlets.
- Strong organizational, administrative, and project management skills.
- Ability to navigate a complex organizational structure and possess institutional insight.
- Exceptional gifts in relationship building and sensitivity, exercised to build trust and empathy through listening and understanding.
- Excellent communication skills: Verbal and written, demonstrates effective listening and empathy.
- Maintains a warm, calm, interpersonal presence.
- Works well with many different personality types.
- Desire to be fully involved in UPC community and invested in its mission.

## **PHYSICAL REQUIREMENTS**

- Physical ability to walk stairs, work on feet or sit for extended time, and lift 20 pounds.
- Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.
- This job is regularly required to sit, use hands to handle or feel, and talk and hear.

## **SPECIAL/OTHER**

Position required to be on-site Sundays from 7am – 2pm.