



**ROCK**  
C H U R C H

**JOB DESCRIPTION**

Position: **Hospitality Coordinator**  
Reports to: **Events Director**  
Position Status: **Part Time, Non-Exempt**

Department : **Creative Department**  
Effective: **November 2011**  
Replaces: **All Previous**  
Position Number: **RC – 38- 10**  
Posting Date: **November 14, 2011**  
1<sup>st</sup> Closing Date: **November 21, 2011**

**Position Summary:**

The Hospitality Coordinator will oversee the Hospitality Ministry by providing administrative support, as well as spiritual guidance. The Hospitality Coordinator will be responsible for all Sunday Hospitality volunteer coordination, in addition to special events and will report to the Events Director.

**Job Responsibilities and Duties:**

1. Supports and oversees Hospitality and Information Desk Volunteers.
2. Communicates pertinent Sunday information and event information to Hospitality Volunteers.
3. Meets with Hospitality Ministry Leaders and Service Leaders to discuss recruitment and retention of volunteers.
4. Processes incoming applications weekly through Fellowship One Database.
5. Maintains and manages the Hospitality budget, including ordering supplies and shirts.
6. Organizes and coordinates meetings and teambuilding events with Ministry Leaders & Service Leaders.
7. Oversees social media and promotions of the Hospitality Ministry.
8. Tracks and reports weekly service attendance, as well as volunteer hours
9. Facilitates semi-annual trainings for Hospitality Volunteers, as well as quarterly new volunteer trainings.
10. Performs a variety of administrative duties, which may include composing outgoing mail and correspondence, analyzing incoming mail and preparing for review, copying, organizing and maintaining file system, as well as spreadsheets for the Hospitality Ministry.
11. Assists Events Director with Special Events such as Easter, Toys for Joy, Christmas, & Concerts.
12. Partners with the North County Hospitality Leaders on weekly basis.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Events Director.

**Job Skills and Requirements:**

1. One to two years of administrative experience.
2. One to two years of volunteer involvement in Hospitality or related ministry preferred.
3. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
4. Pleasant personality and proven ability to interact in a positive manner using a high degree of tact, diplomacy, discretion, flexibility and courtesy in gesture and speech.

5. Demonstrated skills and techniques to recognize problems, issues and situations, and apply resourcefulness in finding appropriate solutions to mitigate potential negative effects. Ability to follow-through to ensure effective resolution.
6. Strong organizational skills and attention to detail and accuracy, including excellence in oral and written communications to verbalize issues clearly and concisely.
7. Self-motivated and flexible with demonstrated ability to work independently, think creatively, manage multiple tasks and use time effectively.
8. Ability to recognize and maintain confidentiality as appropriate.
9. Proficient in MS Windows operating system.

### **Expectations of Staff:**

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

### **Physical Requirements**

Ability to function independently and ability to speak. Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.

### **Employment At-Will:**

All employees of The Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate and employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.