

Job Opportunity



Competitive

Position: Weekend Services Coordinator

Job Vacancy Notice#: RC-14-07

Location: The Rock Church

Salary Range: Negotiable Depending on Experience

Employment Category: Regular Full-Time, Exempt

Opening Date: June 7, 2007

1st Closing Date: June 13, 2007

2nd Closing Date: Open Until Filled

Area of Consideration: All Sources

Brief Description of Major Duties: The Weekend Services Coordinator will serve as a liaison between weekend service ministry leaders, the Creative Director and Rock Pastors to implement Sunday services (excluding Worship coordination). The Weekend Services Coordinator will work directly with the following ministry leaders: (including the Information and Welcome Center), Altar Call, Security, Parking, Prayer, Children's Ministry, Count Room and Worship. The Weekend Services Coordinator works under the direct supervision of the Executive Pastor.

Qualifications & Requirements: Coordinate and implement Sunday service procedures and policies set by the Creative Director and Executive Pastors. Communicate the weekly Service Order with Sunday Service Ministry leaders (Altar Call, Hospitality, Security, Prayer, Count Room and Parking) to ensure a seamless delivery of customer service to all guests. Coordinate services for events or conferences, such as facilities, signage, displays, special needs requirements, printing and event security. Ensure on-going continuous improvement by analyzing internal processes to recommend procedural or policy changes as needed. Design a post-event evaluations system to determine how future events could be improved. Ensure weekly Sunday Service Attendance is completed by the Hospitality Ministry. Monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of guests, and resolution of any problems that arise. Refer unresolved customer grievances to designated departments for further investigation. Coordinate with the Altar Call Ministry leader to ensure the follow up process of responses cards. Collaborate with the Volunteer Development Manager to monitor the recruitment, retention and on-going training needs of all the Weekend Service volunteer teams. Acquire, distribute and store supplies needed for Sunday Services (i.e. Communion supplies) Collaborate with other Rock church departments such as Communications, Production and Worship to help coordinate service flow as needed. Monitor the Hospitality budget for equipment and supplies. Establish and maintain collaborative relationships with other ministries to ensure that services are not duplicated. Evaluate the work of volunteers to ensure Sunday Services are provided at the highest quality and that resources are used effectively. Coordinate with Hospitality Ministry leaders to monitor sanctuary isles, seats, lobby to ensure that it remains safe, secure, and well-maintained. Collaborate with the Security Ministry Director and the Rock Controller to ensure offering procedures are being followed and to ensure all ministry leaders are informed of policy changes. Establish and oversee administrative procedures to meet objectives set by the Executive Team. Research and analyze member or community needs that may affect Sunday Services program directions or goals. Christ-centered behavior (treating people with dignity, respect, compassion and integrity at all times). One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events. Identifies and resolves problems in a timely manner; Works well in group problem solving situations; strong team player. Responds promptly to requests for service and assistance; meets commitments. Listens and gets clarification; responds well to questions. Ability to work well with timelines and short deadlines. Ability to work in a high volume environment while maintaining solid creativity and

quality. Demonstrates accuracy and thoroughness. Self-motivated and flexible with strong organizational skills. Excellent interpersonal communication skills. Ability to speak clearly and competently in positive or negative situations. Ability to interact with other ministry leaders and or personnel in a positive and customer focused manner. Excellent verbal and written communication skills. Legible writing skills. Edits work for spelling and grammar. Familiarity with MS Windows operating system: MS Word, MS Excel, Internet Email and Internet usage. Ability to work independently or in a team-oriented environment. Ability to recognize and maintain confidentiality as appropriate. Regular involvement in the Rock Church activities and events. Signed acknowledgement of the Rock Church Statement of Faith. Adheres to policies and procedures as stated in the Rock Church employee handbook as well as departmental policies and procedures. Must be a regular attendee of the Rock Church.

To be considered for this position, outside applicants are required to complete Application for Employment; in-house applicants are to submit an updated resume. Employee's performance and attendance record will be taken into consideration at the time of the selection process. Selection for an interview does not guarantee promotion or appointment to the position. As part of the employment process, The Rock Church may obtain a Criminal Record Check.

The Rock Church provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify Human Resources. The decision on granting reasonable accommodation will be on a case-by-case basis.

Full consideration will be given to all qualified applicants without regard to race, sex, color, age, physical handicap, or national origin. As a Christ-oriented, Bible-believing organization, The Rock Church does reserve the right to exercise preference on the basis of religion in all of its employment decisions. To apply please visit the website at www.therocksandiego.org and fill out the application and email application and resume to hr@therocksandiego.org . Or mail application and resume to Human Resources, 2448 Historic Decatur Road #105, San Diego CA 92106. All mailed applications must be received by the closing date to be considered for the position.