

EXPERIENCE TEAM COORDINATOR

GENERAL DESCRIPTION

The Experience Team Coordinator, under the direct supervision of the Experience Team Lead Director, with variable dual reporting to the immediate ministry director or manager he/she is coordinating for, coordinates projects and events as assigned by the Experience Team Lead Director.

The **Experience Team** at Rock Point is a team of teams made up of several key people and relationship focused ministries, including:

- **Connections** - Guest Services, Next Steps, New Here Start Here, Said Yes to Jesus, Baptism, Newcomers Dinner, We Are Rock Point and Membership Dessert, and Volunteer Central;
- **Database** - Church Community Builder/MyRockPoint;
- **Events** - Saturday Nights at Rock Point, Easter, Christmas, Weddings, Funerals and Conferences,
- **Facilities** - Environments, Parking, Custodial, Grounds and Maintenance;
- **Outreach** - Local and Global; and
- **Safety & Security.**

Classification: Hourly; Non-Exempt // **Status:** Part-Time (20 hours) // **Team:** Experience // **Supervisor:** Randy Deal, Experience Team Lead Director

WORK SCHEDULE

- 20 hours per week, varies: in-office for ministry meetings, on-campus for activities and events, and telecommuting as directed.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Support and participate in the overall mission of the church and its implementation.
- Coordinate the creation, implementation and evaluation of fun, innovative, high quality and engaging environments to point people to Jesus by loving them like Jesus.
- Coordinate effectively and execute with excellence on assigned projects and events for desired outcome, exceeding the ministries' expectations.
- Meet with, physically or virtually, specified Directors and Managers on a regular basis for assigned project management and event planning.
- Gain, train and retain volunteers to assist with assigned projects and events.

- Communicate effectively (up, down and across the organization) with all applicable ministry staff and volunteers involved in assigned project or event.
- Maintain and update Church Community Builder/MyRockPoint for assigned projects and events.
- Research, coordinate, purchase and distribute required project or event materials, staying within or under budget.
- Ensure the timely and proper set-up, coordination and take-down of assigned events, optimizing all church facilities to the best of their purpose and capabilities.
- Maintain the proper inventory, handling, storage and maintenance of project or event materials.
- Follow up, evaluate and report on outcome of assigned project or event for continual quality improvement.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

- **Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change.
- **Ethics** - Treats people with respect; inspires the trust of others; works with integrity and ethically.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- **Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Safety & Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- **Attendance & Punctuality** - Consistently is at work and arrives on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Dependability** - Follows instructions; responds to management direction; takes responsibility for own actions.
- **Initiative** - Asks for and offers help when needed. Undertakes self-development activities.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- High School Diploma or GED
- Strong organizational, communication (verbal and written) and project management skills
- Minimum one-year experience volunteering or working in a support, administrative, coordinator, project management or event planning role

- Proficient with personal computing, including internet, email, database and office applications, including but not limited to Google Non-Profit Suite and Microsoft Office 365
- Experience working with volunteers
- Agrees and aligns with the Mission, Vision, Values, and Beliefs of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

PREFERRED REQUIREMENTS

- Advanced education or training in project management and/or event planning
- Minimum one-year experience volunteering or working in a support, administrative, coordinator, project management or event planning role in a large church
- Proficient with Church Management Systems, specifically Church Community Builder
- Proficient with other Apps, for example, ADP, Basecamp, Concur, Church App
- Experience leading volunteers: gaining, training and retaining

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 50 pounds).

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model Biblical understanding and maintain a consistent personal devotional life;
- Model Biblical commitment and become a covenant member of Rock Point Church;
- Model Biblical family life before the body and regularly attend worship service with your family;
- Model Biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model Biblical community; and
- Model Biblical generosity and financially support Rock Point Church.