

# Stonebriar community church™

**JOB TITLE:** MINISTRY COORDINATOR OF HOSPITALITY

**REPORTS TO:** MINISTRY LEADER OF EVENTS

**JOB PURPOSE:**

To effectively communicate the standard of excellence and the spirit of graciousness embodied by Stonebriar Community Church (SCC) in a godly and caring manner. To support the ministry of SCC by effectively providing information to the church family and staff, telephone callers, and visitors through written and oral communication. Perform administrative tasks, as required, for the front reception desk and Ministry Leader of Events.

**MISSION STATEMENT:**

To represent SCC to the church family, staff, and community in a manner that honors the Lord.

**DUTIES AND RESPONSIBILITIES:**

Including but not limited to:

• **Front Desk Duties:**

- Keep up with all upcoming events and be ready to address questions and provide adequate information regarding church events and ministries.
- Assess needs of callers, visitors, church family, and staff members and/or determine appropriate department/staff member to address the question/issue.
- Monitor the sign-in/out of “visitors” and create name badges for them.
- Route inquiries regarding sales of CDs and assist in CD sales.
- Assist ministries with sales of books and tickets for upcoming events.
- Access information from ministries and Ministry Platform database to compile a weekly list of all upcoming events, times, and locations as well as expected deliveries for the Front Desk Receptionist and all volunteers who assist the Receptionist.
- Inform SCC staff of all deliveries and label all packages for in-house delivery by the Facilities team.
- Provide tours, when able, to church visitors.
- Maintain Lost & Found items.
- Manage schedules of Front Desk volunteers.
- Create a hospitable atmosphere that is welcoming to all people.

• **Mail, Office Supplies, and Office Equipment Duties:**

- Sort and distribute incoming mail, and coordinate outgoing mail.
- Alert IT if ink or labels need to be ordered for postage machine.
- Order paper for Mailroom copier and alert IT regarding copier needs.

• **Benevolence Duties**

- Be familiar with Benevolence procedures so that basic questions can be answered from potential applicants—standard answers are provided.

- Hand out Benevolence applications and make colored copy of IDs.
- Receive Benevolence applications and give to appropriate Care Ministries team member.

**TEAM MEMBER CONTRIBUTION:**

Actively contributes to the improvement of the ministry of SCC and provides prayerful support.

- **Teamwork:** Functions well with coworkers, treating them with honor, respect, and grace.
- **Spiritual Encouragement:** Encourages spiritual focus and commitment by modeling the Core Values of SCC and our mission, *Love God and Love Others*.
- **Improvement of Ministry Operations:** Contributes toward the improvement of the ministry as a whole.

**QUALIFICATIONS:**

- Personal relationship with Jesus Christ
- A servant's heart and understanding that you are not just a receptionist but a minister who represents Jesus Christ and SCC to all who call or are physically present
- Membership or regular attendance of SCC
- Teachable and open attitude
- Commitment to the Statement of Faith and Core Values of SCC
- Ability to assess immediate needs of callers/visitors effectively
- Ability to handle stressful situations with callers or visitors who are in crisis or emotionally distraught with love, grace, and confidentiality
- Ability to multi-task
- Strong organizational skills
- Ability to work on a team toward specific goals in a mutually edifying and supportive manner
- Cheerful yet professional disposition
- Bilingual a plus (English and Spanish)

**JOB STATUS:**

- Part time (10–20 hours per week)
- No benefits
- Non-exempt