



## WORSHIP EXPERIENCE COORDINATOR

---

### SUMMARY:

The full-time **Worship Experience Coordinator** will work under the direction of the Worship Experience and Ministries Director. The Alfred Street Baptist Church (ASBC) seeks a creative, self-motivated individual to join our team as a Worship Experience Coordinator. This person will play a key role in coordinating registration for our weekly services. We are looking for a detail-oriented individual to join our team to support the visitor-management software database. The responsibilities of the Worship Experience Coordinator include data management, directory updates, event attendance tracking and report generation.

A successful Worship Experience Coordinator should have strong database skills and attention to detail. Ultimately, a top-notch candidate should have excellent project management, analytical, and decision-making skills.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Work closely with the Director of Worship Experience and Ministries in developing and executing a comprehensive event planning strategy for onsite worship services;
- Utilize visitor-management software to oversee database input and maintenance, directory updates, weekly tracking of attendance and waitlists, maintaining church records, and generating reports for church leaders.
- Manage the onsite help desk to provide support during worship service on Sunday.
- Volunteer Engagement:
  - ✓ Oversee volunteers, including ushers, greeters, and worship service coordinators to ensure first-time visitors have a great worship experience.
  - ✓ Train volunteers on church guidelines, policies, and procedures for in-person and virtual services.
  - ✓ Schedule volunteers for worship services and ministry events
- Coordinate with IT staff to troubleshoot event database matters.
- Provide general administrative support for the team, as needed.

### MINIMUM QUALIFICATIONS:

- Embrace and adapt to growth, change, innovation and creativity.
- Use appropriate judgment in the areas of discretion, sensitivity and leadership.
- Ability to create positive working relationships with a diverse group of people and volunteers including gender, ethnicity, age, sexual orientation, culture and skill level differences.
- Strong work ethic and commitment to excellence.
- Proficiency in Microsoft Office Suite and ability to process and manage data and lists in Microsoft Office Suite and Adobe software.
- Strong organizational skills and an ability to maintain a system of tracking, monitoring, and prioritizing tasks and projects;
- Professionalism and demonstrated commitment to consistently high-quality, thorough work;

- Ability to work closely and cooperatively (with grace under pressure) with a variety of internal constituencies.
- Successful candidates will be a creative self-starter who can work independently.
- Willingness to take on multiple responsibilities on a project.
- Ability to maintain confidentiality of work records.

### **CORE COMPETENCIES REQUIRED:**

- **Problem Solver:** A problem solver identifies concerns, problems or potential areas of concern in a timely and accurate manner and resolves them effectively.
- **Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.
- **Attention to Detail:** Consistently attends to the many small pieces, which must be assembled into an organization as a whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.
- **Project Manager:** Confidently oversees a project and creates and maintains an environment that guides the project to its successful completion.
- **Integrity and Trust:** Is seen as trustworthy by others; practices direct, honest and transparent communication; keeps confidences; admits mistakes; doesn't operate with hidden agendas; responds to situations with constancy and reliability.
- **Spiritual Maturity:** Shows strong personal depth and spiritual grounding; demonstrates integrity by walking the talk, and responding with constancy of purpose; is seen by others as trustworthy and authentic.

### **EDUCATION, CERTIFICATIONS AND LICENSES:**

The Worship Experience Coordinator requires the following:

- College degree in Business or related field is required. (Extensive demonstrated experience, in some cases, can be substituted)
- Five (5) to Seven (7) years' experience in database management and/or event planning logistics.
- Database and computer software systems experience.
- Work experience in a church or non-profit preferred.
- Requires flexibility for evening and weekend responsibilities. Sunday hours required.

*As a condition of employment, all employees hired after October 1, 2021 are required to be fully vaccinated for COVID-19 and able to provide proof of such vaccination.*

### **APPLICATION PROCESS**

Qualified candidates should submit a cover letter, resume, and list of three references using our online application system.