

First United Methodist Church San Diego – Job Description

Job Title: Hospitality and Front Office Coordinator
Full Time, Non-Exempt (\$20 -\$22 per hour, DOE)

Reports to: Pastor of Discipleship

Functional Guidance: Pastoral Team, FUMCSD Directors and Staff, Lay Leaders and Volunteers

Hours: Sunday - Thursday 8:30 – 4 p.m. 35 hours per week

Job Summary:

The Hospitality and Front Office Coordinator is First Church's intentional representation of welcome in person or through a virtual experience. This role also creates the important first impression for all who come through First Church's front office. This position provides telephone and in person receptionist duties as well as various hospitality and administrative duties. The Hospitality and Front Office Coordinator, in collaboration with the pastoral team, ensures a welcoming environment and presents a culture of engagement at First Church that leads to a sense of belonging, involvement, and spiritual growth.

Essential Functions:

- Create a warm, welcoming atmosphere in the office lobby area. Actively engage with visitors, church members, pastors, staff, and the community in a friendly manner.
- Recruit, develop, train, and retain several volunteer hospitality teams to include greeters, guest services, fellowship hosts—online, in person and any other team that is relevant.
- Identify and collect contact and background information for first time visitors and guests. Maintain a database of first-time visitors and guests to be shared weekly with the pastoral team along with suggestions of connecting points within the First Church ministries.
- Establish annual guest engagement goals and evaluate performance on a quarterly basis.
- Champion first time and returning guest engagement church-wide using pathways established in the database REALM to include emails to first time visitors.
- Answer incoming telephone calls, determine purpose of callers, announce call and forward calls to appropriate person or department. Retrieve messages from the main voice mail and forward to appropriate personnel. Take and deliver messages or transfer calls to voice mail. Configure phone messaging as appropriate to accommodate holidays and special events.
- Accept package deliveries and handle pickups from carriers such as UPS and Federal Express. Contact staff regarding deliveries as needed.
- Sort and distribute all mail received for the Church and related entities.
- Responsible for maintaining the staff directory and updating the telephone system for new and departed staff. Ensure all email list serves (FUMC Staff, Directors, etc....) are current as changes occur in staffing, leadership, and/or membership.

- Responsible for updating the Church calendar and inputting events with pertinent information. Collaborate with the Director of Facilities and Events and custodial team on set up, tear down and other essential details such as AV support.
- Schedule Zoom meetings and events for ministry groups and Directors when necessary.
- Assist members and guests, when necessary, with registering for events through Realm.
- Compile the weekly Prayer Requests into one report and disseminate to pastoral team and other appropriate individuals.
- Utilize REALM to update contacts, connections, and pathways for members.
- Record worship attendance, in person and online, for Mission Valley and Water's Edge in REALM each week.
- Collaborate with the Church Council Chair and Lead Pastor on preparing the agenda for Church Council, Charge Conference and Church Conference meetings. Distribute agenda and supporting materials to members. Attend all meetings, record attendance, and take minutes.
- Collaborate with the Pastor of Discipleship and lay leaders on the development, promotion, and execution of small groups.
- Order and maintain church-wide staff administrative supplies and serve as point of contact for copier service requests.
- Provide administrative support to the pastoral team to include preparation of reports and other documents. Make copies, folders, packets and other materials for various classes, sessions, and ministries.
- Other duties as assigned by the Pastor of Discipleship.

Minimum Qualifications:

- Two-year college degree and 1-2 years' experience directly related to the duties and responsibilities of the position.
- Provide excellent first impression, especially when interacting with members and guests.
- Ability to effectively and efficiently multi-task, prioritize and deal with interruptions while meeting timely deadlines.
- Demonstrated ability to work in an environment that values diversity and inclusion.
- Strong understanding of Christian discipleship to advance the vision and mission of First Church and the ability to articulate strong faith and excitement for the church.
- Must be able to be physically present on Sundays with no more than four Sunday absences per calendar year.

Knowledge, Skills, Abilities and Other Characteristics:

- Ability to work well under pressure and model a professional demeanor, servant's heart, and a can-do attitude. Be a team player and always be of service and assistance.
- Ability to take overall initiative, responsibility and ownership for the development and administration of groups of volunteers.

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- Manage competing demands and adapt to changes in the work environment.
- Ability to collaborate with pastors, staff, lay leaders, and others in all phases of program ministry, guest engagement, membership, and communications.
- Ability to communicate and empathize with congregation members; effectively problem solve with conflict management and negotiation tools.
- Efficiency, professionalism, promptness, and good telephone presentation
- Ability to apply common sense and good judgement to carry out instructions furnished in written, oral or diagram form.
- Ability to compose correspondence and effectively present information in one-on-one and small group situations to pastors, members, guests, and colleagues.
- Manage difficult or emotional members and guests' interactions by responding promptly to their needs and requests for service and assistance.
- Passion for engaging with people utilizing relational and organizational intelligence needed to succeed in a congregational setting.
- Commitment to continuing growth in cultural competence and professional development.
- Knowledge or willingness to learn the REALM database and utilize its full functionality to support and enhance the guest engagement program at First Church.
- Competencies in MS Suite: Microsoft Word, Excel, PowerPoint, Outlook, Realm and Zoom.

Roles and Relationships:

- Communicate front office protocols to all staff so there is consistency and unity of message.
- Partner with the Associate Pastor of Discipleship in the creation and implementation of the guest engagement and membership strategic plan.
- Provide the Associate Pastor of Discipleship with feedback on overall successes and obstacles in meeting goals and objectives.
- Functions in compliance with Safe Sanctuaries Policy of FUMCSD.

Approvals:

Employee

Date

Supervisor

Date

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