



ALFRED STREET BAPTIST CHURCH
Job Description

JOB TITLE: MINISTRY PROGRAM COORDINATOR

Reports To: Ministry Program Director
Prepared by: Human Resources

FLSA Status: Exempt
Date: March 2018

SUMMARY:

The Ministry Program Coordinator will serve as the primary support to ministry leaders and staff in the full calendaring cycle of programs and events. The Ministry Program Coordinator will also serve as the primary church staff point of contact for ministry leaders in the full operational planning, coordination, execution/delivery, and closure cycles of Tier 2, Tier 3 and Tier 4 programs and events. This position is the principle conduit in which all internal and external requests for facility usage are handled, and all ministry storehouse requests are handled. This position is also the principle conduit in which all designated Tier program and event needs are communicated and coordinated internally with other departments. This position is responsible for the design and implementation of the annual multi-tier calendar; and for the establishment and maintenance of a ministry storehouse of materials and supplies needed to run programs and events in excellence. The position is also responsible for the advance planning, coordination and follow-up of all aspects and details of designated Tier ministry programs and events to ensure they meet the Senior Pastor's standard of excellence. The position is responsible for ensuring ministry leaders adhere to inter-departmental processing deadlines for support, tracking ministry program and event timelines to ensure deadlines are met, monitoring the achievement of activities, and the closure cycle. This position is also responsible for coordinating administrative services support for the department and events. This position will work directly with ministry and small group leaders and external stakeholders. This is a highly collaborative role that requires a great deal of autonomy, good judgement, and the ability to see multiple projects through to completion with minimal errors. This is a full-time, exempt position which reports directly to the Ministry Program Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Ministry Program Coordinator position's primary responsibilities include but are not limited to the following:

Calendaring Cycle & Scheduling

- Collaborate with ministry leaders and staff, and apply scheduling protocol to develop the church's annual multi-tier master events calendar based on approved special and ministry events.
- Utilize the ACS facility scheduling reservation software to book space for all events on master calendar. Maintain an updated reservation system for master events as facility usage requests are submitted to reflect support from the facilities, audio visual, and culinary departments.
- Process internal facility usage requests for funerals, meetings, rehearsals and DG fellowships. Evaluate availability of and book space, ensuring there are no scheduling conflicts.
- Process facility usage requests from external organizations as per protocol.
- Ensure the reservation system reflects accurate and complete facility, audio visual and culinary logistical information for all events.
- Anticipate, identify, address and resolve scheduling conflicts.
- Maintain up-to-date calendars and ensure ministry leaders and staff are kept abreast of changes through periodic distribution of summaries and highlights.
- Propose and implement new ideas to develop multi-year calendars and to improve the calendaring and scheduling processes.

Ministry Storehouse

- Establish a ministry storehouse where ministry leaders can check-out basic event supplies and materials for events.
- Collaborate with ministry leaders and staff to identify quantity and type of supplies needed in the storehouse.
- Implement strategy to order supplies and maintain items in-stock.
- Develop and implement a standard process and timeline to request, distribute and return non-disposable items and communicate the standards to relevant stakeholders.
- Implement continuous improvement of the ministry storehouse.

Operational Planning Cycle

- Schedule initial meeting with ministry leaders to kick start collaborative planning with the church office staff, at least 3 to 6 months prior to the event when necessary.
- Schedule follow-up meetings to maintain regular communication and attend ministry planning meetings throughout event cycle.
- Collaborate with ministry leaders to understand the scope of programs and events, and help identify comprehensive set of needs. Provide guidance on the feasibility of plans.
- Confirm event date, time and location. Ensure all rooms and venues are booked in reservation system to include set-up and breakdown time.
- Collaboratively develop a project plan to include timelines for deliverables and tasks associated with physical arrangements, publicity, registration, financial, people, assignments and approvals.
- Communicate special and complex requirements to relevant staff to determine feasibility and realistic deadlines.
- Ensure planning is in line with approved budget.
- Ensure team leads have been identified and assigned if necessary.
- Collaborate with ministry leaders to secure external venues and permits.

- Provide guidance on the submission of facility usage form to confirm reservation of room(s), comprehensive support request form to secure inter-departmental support, and fund requests for pre-approval.
- Propose new ideas to improve the program and event planning process.

Coordination Cycle

- Serve as the liaison between the ministry leader and church facility, culinary, audio visual, information technology, music, communication, finance, and other ministry programming staff to coordinate all aspects of the program and event details.
- Continue to meet regularly with ministry leaders to collaboratively identify and coordinate details of physical arrangements, publicity, registration, financial, volunteers, assignments, print and approvals.
- Facilitate the coordination of all needs for physical arrangements to include tables, chairs, trash cans, setup-up, audio-visual equipment, storage space, and sorting space, etc. and develop a room diagram of setup when necessary. Connect ministry leader with relevant ministry groups such as decorations and follow-up to ensure plans are on target.
- Facilitate the coordination of marketing to include registration, according to timeline and schedule. Follow-up with relevant staff to ensure timely fulfillment of requests.
- Facilitate the coordination of registration according to timeline. Follow-up with relevant staff to ensure timely fulfillment of requests.
- Facilitate the connection to the culinary department and follow-up to ensure a caterer has been assigned when requested, and culinary has all required information to support the event.
- Facilitate the coordination of details associated with the flow of the day of the event to include check-in location, speaker selection, order of service, musicians and soloists, DJ's and audio visual support. Ensure contracts or agreements have been submitted. Follow-up with relevant staff to ensure timely fulfillment of requests.
- Facilitate the coordination of program printing and signage according to timeline. Follow-up with relevant staff to ensure timely fulfillment of requests.
- Facilitate the coordination of fund requests according to timeline. Ensure vendors have been contacted when necessary. Follow-up with ministry leaders to ensure submission of pre-approval fund requests and invoices, and follow-up with relevant staff to ensure orders placed and payments made.
- Facilitate the coordination of volunteers according to timeline. Follow-up with ministry and relevant staff to ensure trainings are scheduled and the ministry is prepared to train volunteers.
- Facilitate the coordination of audio-visual and information technology support by working with relevant staff, according to timeline.
- Continuously follow-up with ministry leaders, small group leaders and staff to obtain additional information, clarify requests and to provide period progress and status reports.
- Propose new ideas to improve the program and event coordination process.

Execution/Delivery Cycle

- Plan to attend the event to ensure the event is executed in excellence.
- Confirm rooms are set-up according to diagram or request. Ensure audio visual and information technology support is provided as requested.
- Identify problems as they arise and address.
- Propose new ideas to improve the event execution/delivery cycle.

Closure Cycle

- Distribute participant surveys and post-event evaluations, analyze results and prepare a summary report for relevant stakeholders where appropriate.
- Schedule close-out meeting to discuss what went well and what can be improved.
- Propose ideas on improvements to programming.
- Document achievements and lessons learned, and plan for repeatability and expandability.
- Provide input on ministry program and event best practices and standards, and make recommendations for policy.

Administrative Support Coordination

- Maintain updated Leaders Resource Network and Forms and Registration webpage links.
- Schedule team planning and lessons learned meetings
- Coordinate the assignment of administrative projects to the administrative support team and oversee the work to ensure timely and accurate completion. Projects include:
 - Submission of annual ministry and discipleship group election results
 - Format of annual leadership directory for publication
 - Submission of bi-annual (mid-year and end-of-year) reports
 - Creation, update and maintenance of Outlook contract groups of ministry leaders
 - Event support such as check-in lists and name badges
 - Create, update and maintain up-to-date program materials such as manuals and guidelines

The Ministry Program Coordinator position's secondary responsibilities include but are not limited to the following:

- Carry out special projects for the Ministry Program Director.
- Perform other related duties as assigned.

CORE COMPETENCIES REQUIRED:

- Excellent customer service, interpersonal, verbal and written communication skills.
- Proficient using the latest versions of Microsoft Word, Excel, and PowerPoint, knowledgeable in database software;
- Registration and scheduling software system experience a plus.
- Detail-oriented, multi-tasking, and time management skills essential.
- Self-starter with initiative who can work well under pressure and with minimum supervision.
- Able to work in a fast-paced team environment.
- Customer focused, professional, courteous and friendly personality.
- Able to meet deadlines.
- Able to work occasional evening and weekends.

EDUCATION, CERTIFICATIONS AND LICENSES:

The Ministry Program Coordinator position requires the following:

- Bachelor's degree from an accredited education institution, and or equivalent education and experience.
- Two to three years of administrative, scheduling, and/or event planning experience.

Salary Grade: 07

Equal Opportunity:

Alfred Street Baptist Church is an Equal Opportunity Employer and does not discriminate due to age, sex, religion, race, color, national origin, disability, marital status, veteran status, or any other factor prohibited by law. Qualified candidates of all backgrounds are encouraged to apply.

How to apply: Please submit a cover letter and resume to Human Resources, Shelena Hollinger, Human Resources Manager, 325 South Patrick Street, Alexandria, Virginia 22314 or email careers@alfredstreet.org