

The Volunteer Coordinator leads and oversees serving at Messiah, serving in our community, and serving in the world. This role is critical to the health and vision of our church. Successfully achieving the responsibilities of this job results in guests feeling valued and comfortable at Messiah. Connecting volunteers to service opportunities grows their relationship with Jesus and their engagement with Messiah.

### **QUALITIES OF A SUCCESSFUL CANDIDATE**

- **Positive.** Enjoys new challenges, smiles in setbacks, and is able to work with and understand a variety of personalities.
- **Results-Oriented.** Proven experience leading teams and managing projects in a proactive manner; uses outcomes and feedback to refine team output for continuous improvement.
- **Bias Toward Action.** Passionate about developing breakthrough work and unafraid to ask: "Why not?"
- **Able to Articulate and Live Out The Messiah Way.**
- **Organizer.** Effective systems for getting things done on time and in a high quality manner.
- **Motivator.** Moves self and team forward to achieve in a fast-paced, high expectation environment.
- **Knowledgeable.** Demonstrates advancement, increasing job responsibility, and growing professional capabilities over a minimum of 5 years' experience in church work, volunteer management, or related field.
- **Loves Jesus.** Has a strong spiritual commitment to Jesus and a willingness to join in membership at Messiah.

### **RESPONSIBILITIES**

#### **SERVE AT MESSIAH**

- **Oversee the total guest experience on Sunday mornings** by casting a vision and strategy for excellence in Guest services with an emphasis in welcoming, informing, and serving each guest on Sundays and special events.
- **Create a guest service culture** by inviting, equipping, evaluating, coaching, and celebrating volunteers.
- **Establish and implement quality standards** (including printed guidance) for all volunteers.
- **Develop and maintain a recruitment plan and training strategy** for new volunteers.
- **Regularly meet with volunteer leaders** to cast vision, continue training, and build relationships.
- **Work with other staff members & volunteers** to create a seamless experience for guests that will leave a lasting, remarkable impression.
- **Coordinate church-wide special events.**



## VOLUNTEER COORDINATOR

### **SERVE OUR COMMUNITY**

- Design and execute a system to connect people with local nonprofit organizations where they can serve locally.
- Work alongside the Community Groups Coordinator to promote service opportunities.

### **SERVE THE WORLD**

- Assist Messiah mission trip team leaders with communication and coordination of national and international short-term mission trips.
- Serve at the primary point of contact for all mission partner organizations.

**Reports To:** Director of Ministry Programs

**Schedule:** 35 hours/week

Flexible. Sunday - Thursday with periodic evenings

**To Apply:** Please contact Amy Malterer, Director of Operations at [amalterer@messiahnetwork.org](mailto:amalterer@messiahnetwork.org) and include your resume and letter of interest.