

JOB DESCRIPTION

JOB TITLE:	Warehouse Connections Coordinator
EMPLOYMENT TYPE:	Part Time, Permanent
HOURS PER WEEK:	Up to 7 hours
REPORTS TO:	Connections Director

JOB OVERVIEW:

The Warehouse Connections Coordinator is responsible for contributing to and implementing a plan that says “Welcome Home” to everyone that attends the Warehouse Worship Community. They will lead a team that creates a warm and welcoming atmosphere from the parking lot until the end of the worship service or other special event.

TIME REQUIREMENTS:

Must be available for weekend worship services at the Warehouse. A flexible weekly schedule will be maintained to accommodate additional administrative tasks.

RESPONSIBILITIES:

WEEKEND SERVICES

- Participate and contribute to the Connection strategy and process for Riverwood Church that allows people to feel “Welcomed Home”.
- Collaborate with the Connections Director to cast a compelling vision for the Hospitality Team at all Riverwood Church sites.
- Provide on-site leadership and oversight to the Warehouse Connections Team.
- Provide occasional oversight and leadership to the Factory Hospitality Team when the Connections Director is unavailable (ie. vacation relief, illness, etc).
- Manage Warehouse Hospitality team communication, and provide care for the team.
- Collaborate with Riverwood Kids and Student Ministries to create seamless Worship Community experiences for new families.
- Ensure regular inventory and storage of Warehouse coffee/beverage supplies and Welcome Centre supplies, alerting Connections Director when in need of more supplies.
- Engage with attendees (with a priority on new guests) to foster connections.
- Coordinate and provide logistical support to special service events with a focus on the Warehouse Community (communion, extra service elements, fellowship times etc.)
- Communicate any conflicts, issues or concerns that arise to the Connections Director.

VOLUNTEER CONNECTIONS

- Assist Connections Director with volunteer recruitment, training, and coaching in all areas of Connections at the Warehouse including – Parking, Greeting, Safety, Ushers, Welcome Centre, Coffee and Beverage Team, Grounded Cafe, Weekend Food Service Team, and Hospitality Coordinators.
- Use Planning Center Online (PCO) to assist in scheduling Connections Team as needed.

SPECIAL EVENTS

- Collaborate with the Connections Director to plan and execute special events.
- Collaborate with the Connections Director to coordinate, and orientate hospitality volunteers for special events (Christmas and Easter services, Newcomers Dessert Evening, Covenant Community, Church in the Park, AGM, etc.)
- Work with the Connections Director to ensure hospitality supplies and food are ordered, purchased, and appropriately stored for special events.

QUALIFICATIONS:

- A relational, high-energy personality and skill set that loves interacting with people and is able to lead and inspire by example.
- Can exemplify a high level of customer service.
- Excellent verbal and written communication skills.
- Excellent problem-solving skills.
- Effective at multi-tasking and time management.
- Ability to manage and think logistically while simultaneously interacting with attendees in an encouraging and welcoming manner.
- Adequate computer skills including an aptitude for learning church specific software such as Planning Center Online.
- Physically capable of performing duties of the position. The position requires significant time on your feet, and the ability to lift and carry up to 25 pounds short distances.
- Access to use of a vehicle will be considered an asset.

OTHER:

Staff members at Riverwood are expected to whole-heartedly sign on and affirm God's distinct thumbprint on Riverwood as defined in our statement of faith, mission, vision, values and goals. It is also expected that every staff member makes every attempt to be involved in the full life of the church, attending church services, and church functions.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position. They are not to be construed as a complete list of all responsibilities, duties and skills required of the individual. All hired staff may be required to perform duties outside of their normal responsibilities from time to time, as needed.