

redeemer west side

job description | Director of W83 Staff & Programs

FLSA Status: Exempt
Department: W83 Ministry Center
Date: May 2022

Band: 7
Work Hours: Full-time
Reports to: WS Executive Pastor

W83 is the home of Redeemer West Side and a neighborhood hub for thoughtful conversations, cultural engagement, and community connections on the Upper West Side of NYC.

Position Summary

The Director of W83 Staff & Programs oversees all staff related to events and programming, hospitality, and external relations for W83. Collaborates with the Redeemer West Side congregation, Redeemer-wide ministries, external ministry and community partners to facilitate programming that advances Redeemer West Side's sacred call by Jesus to love our neighbors and heal our city. Partners with the Director of Facilities to ensure optimal usage of the W83 building operations.

Job Description

Events team and programming

- Supervise W83 Events department including full-time staff, contracted vendors (i.e. A/V) and on-call staff
- Maximize use of W83 with the Events Manager to achieve annual goals and revenue targets, by designing and implementing fee structures, discounts, and strategic planning for use of space and resources.
- Collaborate with Redeemer WS staff to build on-site programs for community engagement and service projects
- Liaison with West Side congregants in utilizing W83 as a resource for congregant-initiated [arts and justice] projects and collaborations
- Establish relationships with nonprofit organizations, civic organizations, agencies, and other events networks to maintain the W83 profile in the community as an asset to the neighborhood

Hospitality team supervisor

- Create, implement, and enforce hospitality policies and best practices that ensure safety and excellence in service for both internal (Redeemer) and external clients
- Supervise front desk staff and work with Office Manager in maintaining high standards of customer service and safety
- Coordinate on-going training for staff in customer service and safety as needed. Includes but is not excluded to: F-03 certification for events, First Aid, etc.
- Create, implement, and update building usage policies and procedures, rental policies and guidelines, and fees for clients and guests: internal (Redeemer Churches and Ministries) and external clients
- Collect and analyze client feedback on venue, staffing and amenities for continual improvement in client satisfaction for all customers (Redeemer and external)

External relations and marketing

- Regularly attend W83 events and other UWS neighborhood functions to build relationships with neighbors, community leaders, and prospective community partners
- Work consistently and purposefully with Redeemer West Side Communications Manager to align messaging and streamline communications across W83 and Redeemer West Side
- Lead the creative direction and design for W83 digital displays, informational and wayfinding signs, online marketing, and print materials, in alignment with Redeemer West Side
- Collaborate with Redeemer WS communications team for W83 content creation including website, email newsletters, social media, engaging with Redeemer churches and ministries, and event clients
- Oversee special projects that may include: Christmas mailings, targeted marketing for events sales, and marketing initiatives

Qualifications

- Personal alignment with ministry goals and values
- Strong people skills and deep commitment to gospel centrality in all relationships
- Management and organizational skills necessary to administer diverse departments and customers
- Ability to collaborate with multiple teams and stakeholders in a manner that promotes fairness, excellence and professionalism
- Skilled in budgeting and financial administration
- Preferred experience working with venue agreements and COIs
- Keen analytical and problem-solving skills that enable sound strategic and tactical decision making; resourceful in setting priorities; decisive
- Extensive experience and skills in leadership, communications, hospitality and/or event planning/production
- Thrive in a creative environment and is flexible to adapt and change systems
- Ability to prioritize and pivot as plans change
- Proficient and comfortable using computer technology: GoogleWorkplace apps, MSOffice, internet-based technologies including social media and database management systems
- Bachelor's degree; at least seven years of related experience including three years of supervisory experience, or an equivalent combination of education and experience
- Ability to meet a flexible work schedule including evenings and weekends and available on-call for emergencies by phone
- May require strenuous lifting up to 50 lbs