



POSITION: Operations Coordinator

DEPARTMENT: Lincoln Square Congregation

REPORTS TO: Director of Hospitality and Connections

FLSA: Non-Exempt

BAND: 5

HOURS WORKED: Part time; 20 hours/week (max of 29 hours/week); must work Sundays and occasional evenings

POSITION SUMMARY:

The Redeemer Lincoln Square Operations Coordinator will coordinate and oversee the worship service(s) each Sunday and manage the part-time Operations and Live Stream staff. During the week, he/she will ensure logistical and administrative preparations are complete for the Sunday worship service(s), as well as support the Director of Hospitality and Connections and Director of Children's Ministry with event planning.

The Operations Coordinator has the unique opportunity to not only provide the "functional" assistance listed above, but, through the act of welcoming, informing and serving also ensures that those in attendance on Sunday experience, first hand, the mission of Redeemer LSQ — that we are a church not just for ourselves but for others, valuing questions and those who ask them and helping create a space where they are known, loved, and cared for.

JOB DESCRIPTION:

- **Sunday Operations — (6 hrs/wk on Sunday mornings from 7am-1pm)**
 - Function as the liaison between LSQ and both the NY Society for Ethical Culture (Ethical Culture) and YMCA.
 - Ensure all LSQ assets (i.e. signs, tables, etc.) are clean and in working order.
 - Oversee setup and teardown of all equipment and assets on stage and throughout the building.
 - Ensure all equipment is functioning properly before, during, or after Sunday services. Troubleshoot accordingly.
 - Monitor worship service attendance.
 - Oversee offering:
 - Collect and count the offering each week.
 - Report count to LSQ and Finance Team with necessary documents.
 - Ensure offering is safely and securely delivered to the bank and/or W83.
 - Ensure that all COVID-19 procedures are followed by staff and visitors.
 - Responsible for responding to and handling crisis and emergency situations.

- **Management — (3 hrs/wk)**
 - Recruit and hire new Sunday Operations and Live Stream employees/freelancers.
 - Create schedules, workflows and task lists for the Operations Team and Live Stream Team.
 - Maintain communication throughout the week with Sunday staff, conveying necessary updates and changes that relate to Sunday worship.
 - Review timesheets of Operations Team Members and submit them to payroll by set deadlines.
 - Ensure the excellence of the Operations Team by communicating job expectations, monitoring performance, and reviewing job contributions.
 - Train Operations Team Members and offer constructive feedback on a regular basis.
 - Encourage the Operations Team by building and maintaining personal relationships.
 - Pray weekly for all Sunday Staff.

- **Live Stream — (3 hrs/wk)**
 - Oversee setup and teardown of live stream equipment on Sundays.
 - Ensure all live stream equipment is functioning properly before, during, and after Sunday services. Assist with troubleshooting accordingly.
 - Oversee and work with the Live Stream Team (including Live Stream employees/freelancers and the Communications and Generosity Manager) to proactively identify and implement opportunities to increase the quality of the Sunday live stream.
 - Work with the Communications and Generosity Manager to ensure the slides for each week are complete.
 - Create the “Run of Show” each week and convey it to the Live Stream Team.
 - Schedule and prepare the stream on YouTube with the help of the Communications and Generosity Manager.
 - Seek an understanding of the video and audio equipment to best train and advise team members.
 - Collaborate with other Redeemer churches to leverage best practices.
 - Collect and process all invoices submitted by the Live Stream Team members in a timely manner.

- **Administrative — (8 hrs/wk)**
 - Attend LSQ’s all-staff meeting each Monday and a weekly check-in with the Director of Hospitality and Connections.
 - Maintain adequate stock of supplies and order more when needed.
 - Review operations related invoices and submit for payment.
 - Manage, organize and distribute all deliveries to Ethical Culture on behalf of LSQ.

- Go to Ethical Culture on a regular basis to organize the storage room, analyze space requirements, check inventory, and ensure the building is functioning properly.
- Under the oversight of the Director of Hospitality and Connections, develop an operations budget and adhere to it.
- Create new policies and procedures when necessary (i.e. due to COVID-19, moving to two services, restarting CM at the YMCA, etc.) and update/improve current documents as needed.
 - Proactively identify opportunities to increase the quality and efficiency of Sunday services and LSQ events.
- Report the attendance of in-person services and live stream watchers on a weekly basis.
- Provide administrative and logistical support at church-wide events (i.e. annual Christmas party, church picnics, etc.).
 - Oversee AV needs, transportation of equipment, and setup/teardown.
 - Arrive with enough time for setup.
 - Remain at the event until completion; oversee teardown.
- Collaborate with other Redeemer churches to leverage best practices.

QUALIFICATIONS: This job is a combination of tactical and relational tasks. Must be a team leader with a ministry mindset; must have event operations experience; must have management experience; must demonstrate a high level of commitment and dependability; must demonstrate high emotional maturity and a pleasant and professional attitude; must be a highly proficient administrator who is detail oriented; must be level-headed when the environment is stressful and fast-paced; must be solutions oriented, quick-thinking and able to troubleshoot on the spot; must be able to lift and carry heavy objects (up to 50 lbs); must be available on Sundays; **Needs to embrace Redeemer’s vision and have a gospel-oriented heart for New York City.**