



Redeemer Lincoln Square Job Description

POSITION: Hospitality & Connections Support

DEPARTMENT: Redeemer Lincoln Square (LSQ) - Hospitality and Connections Department

FLSA STATUS: Non-Exempt

BAND: 6

REPORTS TO: Managing Director

TERM: Temporary role; Approximately from October 2, 2022 - March 10, 2023

HOURS WORKED: Part-time; 20 hours per week; must work Sundays and some afternoons/evenings for events

POSITION SUMMARY:

This position will cover aspects of the Director of Hospitality and Connections role while on a leave. The focus will be on maintaining ministry initiatives, helping integrate newcomers into the LSQ community, overseeing all aspects of service and volunteering, planning and executing ministry events planned for the fall and winter and offering support to the Operations Coordinator.

JOB DESCRIPTION:

- **Sunday Service – (5hrs/wk on Sunday mornings from 8am-1pm)**
 - Oversee the Sunday experience; creating a comfortable and warm environment, making Sunday feel personal so people feel seen and welcomed and providing opportunities for interaction, prayer, care and service.
 - Assist the Operations Coordinator, as needed, creatively solving inefficiencies and creating systems to improve the Sunday experience for congregants, volunteers, and visitors.
 - Attend Coffee Hour following each Sunday service to seek out newcomers, visitors, and those interested in getting further connected at LSQ.

- **Volunteers – (5hrs/wk)**
 - Maintain relationships with all volunteers that serve on these teams: Usher, Communion, Connections, Coffee Hour, Brunch Bunch, Prayer, Events, Visual Arts, First Time Guests, Linq Groups and Meals Ministry.
 - Schedule volunteers for all Sunday worship services, including special worship services surrounding Christmas and other holidays or gatherings.
 - Maintain team rosters in TouchPoint and spreadsheets.
 - Oversee recruitment and retention of all volunteers, offering training, as needed, and replying to all service inquiries and submissions in a timely manner.
 - Update training manuals for all volunteer teams, as needed.
 - Oversee the production and distribution of volunteer appreciation gifts in December.
 - Pray regularly for all volunteers by name.



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- **Connections (3hrs/wk)—**
 - Monitor and track virtual connect cards and in service tear-off cards, replying to all submissions. As needed, connect congregants with pertinent staff, highlight ways to get further involved, and offer to meet with any individuals in person.
 - Co-host a Newcomer Lunch in January with the Director of Community Life to provide a space to learn more about our church and to foster community among those who are new and seeking connection at LSQ.
 - Seek out newcomers and anyone disconnected at any LSQ event in order to get them integrated into the community at LSQ.

- **Prayer Ministry (2hrs/wk)—**
 - Collect prayer requests from staff to form a monthly LSQ Ministries & Staff Prayer Requests doc to be shared with the staff and prayer team.
 - Monitor and respond weekly to the prayer intake form, connecting congregants with LSQ church officers when needed or requested. Collaborate with pastoral team members when further oversight or care is needed.
 - Liaise with prayer team to communicate and update them on all congregational prayer needs.

- **Events (2hrs/wk)—**
 - Plan and execute a Volunteer Fair in January to help plug congregants into service opportunities.
 - Plan and host an appreciation event for volunteers in February.
 - Assist Communications and Generosity Manager with promoting and recruiting volunteers for HFNY events, such as HFNY Sundays, His Toy Store and Don't Walk By.
 - Assist the Ministry Coordinator in the planning and execution of church-wide events (e.g., Christmas Party) including, but not limited to space and vendor search and booking, coordinating event entertainment (music, performers, guest speakers), set-up and tear down, recruiting volunteers, etc.
 - Assist the Ministry Coordinator in launching and supporting 3 Coffee Clubs that will be volunteer led on various days throughout the week.

- **General (3hrs/wk)—**
 - Collaborate with the Ministry Coordinator, Communications and Generosity Manager and Graphics Department for development, design, writing and compilation of material and collateral related to all aspects of the job (e.g. ads in Connect, Sunday announcements, signs, brochures, handouts, etc.).
 - Attend LSQ's all-staff meeting each Monday and a weekly check-in with the Managing Director.



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QUALIFICATIONS:

- This job is highly relational in nature, and requires extensive time with people. Must be energized and motivated by being around others.
- A strong team leader with the ability to motivate and mobilize those they lead.
- Two plus years of ministry experience preferred. Previous customer service management or hospitality work is a plus.
- Must demonstrate high emotional maturity and a pleasant and professional attitude.
- Highly detail-oriented, organized, and responsive in a timely manner.
- Able to manage multiple projects simultaneously and drive projects to completion in a timely manner.
- Excellent organizational, communication and interpersonal skills.
- Proficient in MS Office applications (Word, Excel) and online applications (Google calendar/docs).
- Embraces Redeemer Lincoln Square's vision and has a gospel-oriented heart for New York City.