



REDEEMER PRESBYTERIAN CHURCH JOB DESCRIPTION

POSITION: Sunday Volunteer and Operations Manager — Lincoln Square

FLSA STATUS: Exempt

BAND: 6

DEPARTMENT: Lincoln Square Congregation

REPORTS TO: Lincoln Square Site Pastor

DATE: March 1, 2017

HOURS WORKED: Full-Time (must be available to work Sundays)

POSITION SUMMARY:

The Redeemer Lincoln Square Sunday Volunteer and Operations Manager will oversee Sunday Service Ministries and will manage worship service(s) each Sunday. This position will recruit, train, lead and shepherd a large and dedicated team of Sunday Service Ministry volunteers, and will be in charge of planning, managing and supporting ministry events for the Lincoln Square congregation. This includes LSQ leaders meetings, congregational events, and all other functions related to Redeemer Lincoln Square. The position will manage all Sunday Operation Crews (part-time employees) and volunteers.

JOB DESCRIPTION:

1. Sunday Service Ministries and Operations — 40%

- Develop and execute vision, goals and successful operation of Sunday Service Team Ministries including Ushers, Welcome Center, Communion, Information Table and Book Table
 - Plan the design and manage display for Redeemer Lincoln Square Information Table and Welcome Center
 - Develop and maintain inventory for all Sunday Service ministry areas including books, mugs, brochures, etc.
 - Collaborate across East Side, West Side, and Downtown congregations to leverage best practices in Sunday Service ministries
 - Identify new and improved ministry opportunities to continue increasing the quality and efficiency of Sunday services (example: Healing Prayer support or Book Table credit card sales)
- Monitor worship service attendance, and collect and count Sunday offering
- Collaborate with Ministry Coordinator to develop, plan and manage quarterly Newcomers' Receptions, including arranging room setup and decoration.

2. Sunday Staff and Volunteer Management, Training, and Care — 50%

- Manage recruitment, training, retention and recognition of Sunday Service Ministry volunteers and volunteer leaders.
- Management:
 - Manage Sunday Operation Crews (part-time employees)
 - Oversee volunteer operations for morning worship service on Sunday
 - Manage volunteer and event operations for special worship events surrounding Holy Week, Christmas and other holidays
- Volunteer Training:
 - Plan and execute training sessions for Sunday Service Team volunteers, as well as necessary training for part-time operations team.
 - Develop, write and update training material for all SSM teams
 - Create and update volunteer policies and manual by working with East Side, West Side, Downtown, and HR

- Work alongside Lincoln Square team to develop, plan and manage annual Leadership Retreat for LSQ volunteers and leaders.
- Care:
 - Build and maintain strong relationships to equip and encourage Sunday operations staff, SSM volunteers, especially volunteer leaders
 - Pray weekly for Sunday service volunteers and part-time operations team.
 - Integrate SSM volunteers and leaders into broader community of Lincoln Square congregation, and encourage Community Group involvement.
 - Develop and execute volunteer appreciation and team building events (3-6) and activities to create a flourishing community of LSQ SSM volunteers
 - Plan and manage annual Volunteer Appreciation Day and Volunteers' Christmas Party

3. Administrative — 10%

- Collaborate with Director and Graphics Department for development, design, writing and compilation of material for Visitors Booklets, brochures for SSM ministries, bulletin inserts, and decorations and designs for special events (such as Volunteer Appreciation Day and Volunteers' Christmas Party)
- Catalogue timely and accurate volunteer SSM information in database
- Manage job descriptions and curriculum of leadership and tactical training for all Sunday Service Ministries
- Oversee operating budget for Sunday Service Ministries and Volunteers.
- Compile and maintain team rosters and attendance records for volunteers

QUALIFICATIONS:

This job is a combination of highly tactical, administrative and relational tasks. Must be a team leader with a ministry mindset; must have volunteer management and event experience; must demonstrate a high level of commitment and dependability serving multiple constituencies; must demonstrate high emotional maturity and a pleasant and professional attitude in highly dynamic event environments; must be a highly proficient administrator who is detail-oriented; must also be able to manage multiple projects simultaneously and drive projects to completion in a timely manner; must be available on Sundays, weekends and evenings as needed. Needs to embrace Redeemer's vision and have a gospel-oriented heart for New York City. Two plus years of ministry and event planning experience strongly preferred.