



**Job Title:** Kids Operations Coordinator- North

**Job Status:** Part-time

**Department:** NextGen -North

**Reports to:** Elementary Director

**Positions Supervising:** None

**FLSA Status:** Non-exempt

### **Summary of Position:**

The primary purpose of this role is to provide operational support for our North Campus Kids (Birth-Elementary) team by coordinating North Campus Kids events, overseeing Kids Guest Services experiences and providing administrative support.

### **Essential Functions:**

#### **Coordinate North Campus Events**

- Ensure all event participants receive timely communications and information regarding upcoming events.
- Submit requests for events in a timely manner to avoid confusion and scheduling conflicts.
- Facilitate a smooth flow of communication between the Kids team and support departments (Facilities, Tech, etc.) from the beginning through the end of every event.
- Purchase event materials and distribute them in an adequate amount of time to prepare for events.
- Execute and maintain after- event assessments to be used in preparation for future events.

#### **Lead Kids Check-in/Welcome Team Volunteers**

- Ensure check-in stations are well staffed with well-trained and friendly volunteer hosts.
- Recruit and on board new volunteers.
- Provide coaching and training for volunteers to equip them to excel in their ministry role.
- Create a volunteer experience to include a high level of care and community with other volunteers.

#### **Welcome New Families**

- Develop and execute a “new family” experience by providing world-class customer service in a welcoming and helpful environment.
- Execute check-in/out processes and procedures and ensure consistent compliance, to provide the highest possible levels of child safety.
- Ensure check-in equipment, supplies, and radios are fully functioning at all times.
- Inform ministry leaders with timely new family information so they can follow up in an expeditious manner.

#### **Administrative Support**

- Confirm campus calendars are consistently up to date and accurate.
- Provide accurate reports and metrics for ministry leads and make them available for ministry planning and evaluation.
- Enter, maintain and present financial records and POs in a timely manner.

### **Desired Qualifications/Skills/Strengths:**

- Bachelor’s degree or equivalent college degree preferred
- Previous Operational and/or Guest Services or Customer Service experience preferred
- Strong organizational skills

- Excellent written and oral communication skills
- Ability to lead teams of volunteers through consistent training, coaching and care

**Spiritual Criteria:**

- Must have an intimate and growing relationship with Christ
- Must attend and be a commissioned leader at Gateway Church (or be willing to if not currently)
- Model standards and expectations of commissioned leaders at Gateway Church

**Working Conditions and other information**

- **Sunday through Thursday schedule** with added responsibilities for holidays and special events as assigned
- **Required Tuesday morning All-Staff meetings unless other agreements have been made with manager prior to employment.**
- **Easter-** all hands-on deck Saturday Eggapalooza & Saturday/Sunday services for all part time & full time regular employees who normally average 20+ hours per week.
- **Christmas-** all hands-on deck for our Christmas services for all part time & full time regular employees who normally work 20+ hours per week

Note: For the first three (3) years on staff regular employees are required to work Christmas and Easter services. After the third year, an employee may request Easter and/or Christmas off once every three (3) years (see holiday policy for more information).

- **Annual All Staff Retreat** - dates subject to change but normally falls on a Monday-Tuesday mid-May.
- **Superbull-** all hands-on deck for Saturday/Sunday services during Superbull for all part time and full time regular employees who normally work 20+ hours per week.
- **Annual All Staff Retreat** - dates subject to change but normally falls on a Monday-Tuesday mid-May.
- **Annual leadership community-** dates subject to change but normally falls on a Friday-Saturday mid-August.
- **Monthly Leadership Community-** each campus will be holding a leadership community once per month. All staff are required to attend the leadership community at the campus they attend. Campus Services should attend Leadership Community at the campus at which they currently lead or volunteer.

*Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Gateway Church, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, sex, age, national origin, disability, pregnancy or any other protected characteristic as established by law.*

*As a religious institution, it is important that all employees of Gateway Church practice the same beliefs of the church. We therefore reserve the right to exercise this bona fide occupational qualification (BFOQ) in determining which applicants are best suited for positions at our church.*

*This policy of Equal Employment Opportunity and the related BFOQ applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions.*