



Fellowship and Hospitality Coordinator Job Description

Status: Part-Time; Hourly
Hours: Up to 15 hours per week
Reports to: Director of Operations
Accountable to: Executive Leadership Team; Church Council

Purpose:

Responsible for the administrative support functions of *Sunday Fellowship and Hospitality* for programs and events. *Sunday Fellowship* includes coffee, donuts, and other items as appropriately scheduled. *Hospitality* for programs and events includes the coordination of food and beverage along with staff and /or volunteer support. This position will oversee the team of part-time Fellowship & Hospitality Leaders including scheduling and staff performance. This role works alongside team members, other staff, and volunteers in addition to office hours. Expectations include building relationships with staff and volunteers, providing a welcoming experience, and ensuring quality customer service.

Qualifications:

- High School diploma or equivalent
- ServSafe Certification or participate in training provided by SOTV
- Work or volunteer experience in banquet food preparation, server experience, barista or similar
- Working knowledge of kitchen equipment and coffee brewers, preferred
- Demonstrated leadership skills
- Demonstrated ability to manage multiple tasks
- Ability to excel in a fast-paced environment
- Ability to work with a diverse population of people and needs
- Effective communication and organization skills
- Ability to build relationships and lead
- Basic computer skills
- Physical Demands
 - Ability to lift 40 pounds regularly and move freely between activities
 - Lift, reach, and carry supplies and/or equipment
 - Shifts require being on feet including standing and walking
 - Use of hands while wearing food-safe gloves to manage food, equipment, and supplies
- Reliable transportation
- Successful completion of background checks as performed by SOTV

Expectations:

- Flexibility to alternate shifts with team when needed
- Sunday availability for scheduling
- Flexible in-office hours and shared workspace
- Reliable and accountable
- Take initiative and self-starter
- Participate in meetings and trainings as deemed appropriate
- Comfortable communicating with and cross-training people of all ages, demographics, and abilities
- Comfortable working in a Christian, faith-based environment

Responsibilities and Essential Functions:

I. Fellowship and Hospitality Administration

- A. Oversee and maintain weekly bakery order and pick up



B. Inventory and Equipment

- i. Maintain inventory and ordering
- ii. Maintain and follow up on equipment needs, maintenance, and repair
- iii. Vendor relations and communication
- iv. Stock / restock supplies upon receipt
- v. Collaborate with Facilities as needed

C. Staff supervision

- i. Lead team meetings
- ii. Scheduling
- iii. Training
- iv. Communication
- v. Performance

D. Safety

- i. Follow all food preparation and kitchen safety guidelines and regulations
- ii. Enforce food preparation and kitchen safety guidelines and regulations with staff and volunteers
- iii. Maintain appropriate certifications and/or licensures as appropriate
- iv. Participate in training(s) as deemed appropriate
- v. Provide training to staff and volunteers

E. Light Duty Cleaning

- i. Oversee rotation of cleaning and sanitizing equipment
- ii. Dishwashing
- iii. Basic cleaning of tables, counter tops, and prep stations
- iv. Sweeping / mopping
- v. Linens / Laundry
- vi. Collaborate with Facilities on deep cleaning schedule
- vii. Other projects as deemed necessary

F. Collaboration with Finance

- i. Fellowship Budget
- ii. Invoice / billing approvals

G. Collaboration with staff and lay leaders for programs / events with hospitality

H. Event follow-up

- i. Receive feedback from team and staff leaders
- ii. Collaborate on surveys when appropriate

I. Other duties / events as appropriately assigned

II. Fellowship and Hospitality Events

- A. Acting Fellowship and Hospitality Leader in rotation with team
- B. Weekly communication with staff and volunteer leaders
- J. Provide excellence in hospitality and customer service at all events
- K. Other duties / events as appropriately assigned

C. Volunteer Leadership

- A. Maintain database groups
- B. Communication
- C. Work alongside and provide support to volunteers
- D. Provide assistance and training and /or coordinate with staff leads for volunteers
- E. Build relationships with the congregation to assist in volunteer recruitment

Core Competencies:

- **Hospitality:** demonstrates attention to detail in providing a welcoming experience for all; inclusive of all; ability to demonstrate empathy; appropriate expressions of care with boundaries; supports



a culture of welcome and invitation; approachable; active listener; ability to respond with solutions; tolerance and adaptable to fast-paced environments

- **Leadership:** effective communicator, trainer, and collaborator; approachable; flexible; lead by example; engaged, active team member; uphold values and demonstrate honesty; build relationships with staff and volunteer leaders
- **Team Orientation:** team player; demonstrates attentiveness to the team, and success in team environments; understands and supports the importance of teamwork; ability to work with all ages, demographics, personalities, and skill levels; use of diplomacy and tact; invitational
- **Attention to Detail:** organized; attentive to surroundings, perceptive to needs and considerations; proactive recognition of items needing attention
- **Work Ethic:** Dedicated to quality of work; prompt; reliable; flexible; proactive communicator