

# The Presbyterian Church of Jackson Hole Communications Coordinator

Updated 1/23/17

**A. Title:** Communications Coordinator

**B. Summary and Purpose of the Position**

The purpose of this position is to be the primary communications link among the various ministries of PCJH. An additional purpose is to fulfill the day-to-day functions of the church which require ongoing attention and to perform general office work assisting the ministerial staff with executive and clerical duties. The coordinator is the primary, frontline, first person the public will see or with whom they will interact, representing who and what the Presbyterian Church of Jackson Hole is to all visitors or callers. Accordingly, the coordinator must create an environment that is inviting to people who pass through on a daily basis.

Because of the nature of this position, the coordinator must demonstrate a high level of trust and the ability to protect the reputation and integrity of others through strict confidentiality. The wisdom to refrain from indiscriminate sharing of information is critical. The work of the coordinator grows more challenging each year as the church advances and expectations increase. Therein, the willingness to learn new skills, work as a team player, and maintain an overall dependable and accessible approach to the position is significant.

The person in this job must have a caring attitude with the ability to be both empathetic and detached since they will be exposed to many personal problems and hardships. A genuine and biblical servant attitude is beneficial. This includes the ability to graciously handle unexpected or difficult situations and cranky or demanding people with a positive attitude. A spirit of teamwork and a positive attitude is essential. Valuing the diversity of skills, the unique gifts of each individual, and humbling oneself by doing the work of others isn't always easy. But it is rewarding – especially when it is helping further the kingdom of Christ.

**C. Qualifications**

- A love of God through Jesus Christ, demonstrating growth and maturity in faith
- A strong sense of call, passion and commitment to the ministry of the gospel
- A commitment to PCJH; its worship, fellowship, theology and philosophy of ministry
- A commitment to personal, spiritual, and professional development
- Experience in communications and office work
- Demonstrates flexibility, organization, and planning skills
- Presents a positive first impression through written, verbal, and relational skills
- Works well with others and is a team player
- Able to multi-task
- Able to maintain confidential information and discretion at all times
- Exhibits attention to quality, deadlines and details
- Knowledgeable in clerical, communication, and computer skills to include literacy in the Microsoft Windows environment (Word, Excel, PowerPoint), Google email and calendars, MailChimp, Sign-Up Genius, Dropbox, website updates on Word Press, Facebook, and data entry programs

## **D. Responsibilities**

### **1.) Communications**

- a. **Sunday Bulletins:** Prepare first draft for weekly staff meeting. After final review by pastors and worship coordinator, print, fold and place in baskets in lobby. Email designated lay readers with the prayer and selected scripture and make a copy for them to be left at the Welcome Desk. Continue to work on improving the style, lay-out and format of the bulletin.
- b. **Wednesday Blast Email:** Create weekly blast email and have first draft available for weekly staff meeting. Continue to work on improving the style and format of the email. Email the Blast to the email list each Wednesday by noon.
- c. **Webmaster:** Update website on a weekly basis. This would include but not be limited to: classes, events, people, photos, weekly menu, etc. For more technical changes, work with the web designer.
- d. **TV Announcements in Lobbies:** Update announcements for the flat screen televisions weekly.
- e. **Social Media:** Contribute to the PCJH Facebook page any announcements, classes, updates, photos, and inspirational quotes at least once per day; research and suggest other forms of social media for communication, such as Instagram, Twitter, etc.;
- f. **Texting:** Develop a plan to utilize texting as a new form of communication to the congregation.
- g. **Monthly Newsletter:** Coordinate with the newsletter publisher to compile content and ensure all communication is consistent across all communication mediums.
- h. **Advertising:** Coordinate all marketing and advertising requests with local newspaper and other publications in conjunction with operations manager and other staff and/or volunteers.
- i. **Signage:** Create signage for events, classes, and other special requests.
- j. **Special Projects:** Work with various staff and volunteers to create flyers, posters, bulletin inserts, annual report, brochures, blogs, etc.
- k. Ensure that the lobbies and bulletin boards have the appropriate and up-to-date communication materials displayed.
- l. Assist with large quantity mailings

### **2.) Office Support**

- a. Answer phones and be front line person to greet people with excellent customer service.
- b. Maintain and follow procedures for handling guests during office hours that may require ministerial consultation, assistance, emergencies, etc.
- c. Ensure that all daily opening and closing procedures are completed for the office and facility.
- d. Assist in composing letters when requested and insure all correspondence is mailed in a timely manner.
- e. Ensure workroom is kept organized and note supplies needed.
- f. Sign for and route materials/services, postal deliveries, etc.
- g. Coordinate with other staff to ensure telephone coverage during lunch breaks and periods of heavy volume.
- h. Oversee the maintenance of office equipment (copier, folder, phones, WiFi, internet, etc.)
- i. Assist with filing and copying as needed.
- j. Be the primary support to Operations Manager as needed.

### **3.) Other**

- a. Assist pastors with clerical and administrative projects and tasks
- b. Other duties as assigned.

**E. Supervision**

The Communications Coordinator reports directly to the Operations Manager. An annual performance review will be done by the Operations Manager and the PCJH Personnel Team.

**F. Accountability**

As with all staff, the Communications Coordinator is accountable to Jesus Christ, Head of the Church, and to the Session of PCJH through its Personnel Team. The Communications Coordinator will abide by the PCJH Personnel Manual and Safe Church Policy.

**G. Compensation and Hours**

The Communications Coordinator will be compensated with a competitive hourly wage and is expected to work 30 hours/week. The current schedule is Monday (9-5), Tuesday (9-5), Wednesday (9-1), Thursday (9-5), and Friday (9-1). Days and times are flexible.

Employee\_\_\_\_\_

Date\_\_\_\_\_

Supervisor\_\_\_\_\_

Date\_\_\_\_\_