

Title: Blackhawk Fitchburg Welcome & Operations Coordinator
Reports to: Lead Pastor of Blackhawk Fitchburg
Status: Full-time (30 hours/week), Non-exempt
Work Schedule: Sundays and weekday office hours (with occasional evenings and Saturdays)
Value to the Team: You genuinely thrive in both task-oriented situations and people-oriented situations. As an integral member of our team, you both ensure the behind-the-scenes details of Blackhawk Fitchburg are planned for running smoothly and you implement those details on Sundays as the onsite Welcome Coordinator.

Responsibilities

➤ Welcome Oversight & Direction

TEAM DEVELOPMENT

- Oversee the Fitchburg Welcome teams, including volunteer recruitment, on-ramp, training, scheduling, ensuring Sunday coverage, and appreciation.
- Develop and coach Welcome Team leaders.
- Oversee the Fitchburg weekday reception volunteer team.

SUNDAYS

- Provide a staff presence in the Blackhawk Fitchburg Atrium on Sundays; encourage a sense of hospitality as well as minimizing/removing barriers that detract from a positive experience.
 - Work as Welcome Coordinator at least 90% of Sundays.
 - Oversee and coach backup Welcome Coordinator staff/volunteers.
 - Maintain a core knowledge of emergency preparedness procedures; train volunteers as needed.
- Perform Sunday follow-up (e.g., Connection Cards, Info Desk mail, attendance).
- Manage site-specific announcements.
- Collaborate with the central Welcome Director on best practices and churchwide initiatives.

WEEKDAYS

- Ensure a welcoming experience during weekday office hours at Blackhawk Fitchburg, including training and scheduling of weekday reception volunteers.
- Collaborate and align with the central reception for a cohesive experience.

➤ Administrative & Operational Support

- Manage the Fitchburg staff team's weekly agenda; be the operational backbone of the team.
- Oversee and support Fitchburg Welcome-related events (e.g., Starting Point, Meet the [Pastor]): coordinate registration, promotion, logistics, attendance-taking, etc.
- Maintain information in the database related to the site; be the team database expert.
- Manage communication (promotion requests, site emails, site social media).
- Prepare check requests, purchase ministry resources, and assist with budget preparation.
- Maintain a general awareness of the Fitchburg building and its assets, including tech.

➤ Teamwork

- Participate in Fitchburg site strategizing, goal setting, and development; assist in implementation.
- Other duties as assigned.

Qualifications and Skills

Stable, mature, growing disciple of Jesus Christ, committed to the values of Blackhawk Church
Demonstrated ability in developing others (teams, leaders, volunteers); energized by equipping and including others in ministry

Excellent interpersonal skills – ability to deal with a variety of people in different situations

Proven organizational, administrative, and project management skills, including high attention to detail

Exhibits a calm demeanor in uncertainty; able to find solutions to problems that arise

Teachable attitude, exhibiting a spirit of joy and helpfulness

Strong work ethic, initiative, and follow-through

Exercises mature and independent judgment with confidentiality and tact

Computer skills with proficiency in the Microsoft suite and comfort in databases

About Working at Blackhawk

At Blackhawk Church, we want to build a loving community that follows Christ in order to reach a community that is lost without Him. On Blackhawk staff, we consider it an honor and privilege to take part in this mission.

*Our staffing philosophy is simple: connect people to roles they'll thrive in. Our hope is to – as much as is feasible – ensure people's skill, experience and passion align with their role so that they're not just *doing* the job but *thriving* in it. Our staff culture values collaboration, coaching/development, humble service and healthy relationships. Our team works really hard, and we have fun doing it. Lastly, we aim to provide a competitive benefit package, and we offer flexibility in schedule when possible and practical.*

We are an Equal Opportunity employer committed to growing a diverse staff. We don't just accept ethnic and cultural difference – we celebrate it, we support it and we believe it's what God envisions.

To apply, visit www.blackhawkchurch.org/jobs.