

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
Value to the Team: You have a unique ability to ensure the people, resources, and systems are **just so** to foster an environment of warmth and hospitality. As an integral member of our team, you coordinate Blackhawk Fitchburg's welcome and logistics - all because of your passion for fostering a positive environment for worship and connection.

Responsibilities

➤ Welcome Oversight & Direction

TEAM DEVELOPMENT

- Oversee the Fitchburg Welcome teams, including volunteer recruitment, on-ramp, training, scheduling, ensuring Sunday coverage, appreciation, and leader development.
- Oversee the Fitchburg weekday reception volunteer team.

SUNDAYS

- Provide a staff presence in the Blackhawk Fitchburg Atrium on Sundays; encourage a sense of warmth and hospitality, minimizing barriers to connection.
- 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 coordination of Fitchburg Welcome-related events.
- Maintain information in the database related to the site.
- 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.

➤ 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; 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.