

Family Ministry Operations & Communications Coordinator

Job Description

Title: Family Ministry Operations & Communications Coordinator

Reports To: Director of Family Ministry

Employment Status: Part Time (25 Hours) Salaried

Work Arrangement: In-Office/Hybrid

Position Summary

Family Ministry at Ascend provides important steps along the Discipleship Pathway. The Family Ministry Operations & Communications Coordinator provides operational leadership and communication support across Ascend Kids, Basecamp, Ascend Students, and Ascend Young Adults. This position develops systems, processes, communication strategies, volunteer onboarding pathways, and ministry infrastructure that increase the effectiveness of Family Ministry.

This role serves as a force multiplier by freeing ministry leaders to focus on discipleship, leadership development, and shepherding of families and volunteers. It will serve as the backbone for the ministry with respect to operations, logistics, and communications freeing up the members of the team to focus on front facing discipleship roles leading to lost people saved, saved people matured, and mature people multiplied to the glory of God.

Qualifications

GOSPEL TRANSFORMATION:

- The candidate must have a clear testimony of faith in Jesus Christ, evidenced by healthy and growing patterns of gospel transformation.

CHARACTER:

- Demonstrates Christ-like patterns of character that are outlined in 2 Pet. 1:5-8
- Possesses a willing, teachable spirit
- Character references required

SKILLS AND EXPERIENCE:

- Parenting or Classroom Experience Preferred but Not Required
- Strong organization and administration skills

PERSONALITY:

- Passion for continued growth and developing teams within the classroom setting
- Must have a team driven passion
- Must be competent in leading others to new places, a trailblazer

THEOLOGY:

- Must believe the doctrinal “essentials” as outlined by Ascend Church
- Must be a member of Ascend Church or willing to walk through the membership pathway.

Primary Responsibilities

Communications Leadership

- Develop and execute communication strategies across all Family Ministry.
- Manage ministry wide newsletters, emails, announcements, registrations, and promotional efforts.
- Maintain communication calendars and communicate with Creative Team for communication and opportunities to highlight Family Ministry Departments.

Volunteer Systems & Planning Center Administration

- Create and oversee first touchpoint with prospective volunteers onboarding processes.
- Maintain training pathways and online training resources workflows.
- Maintain volunteer records and documentation through an established system.
- Support recruitment initiatives through systems and communication.
- Maintain ministry-wide volunteer schedules through Planning Center records and workflows.
- Manage scheduling systems and volunteer databases.
- Ensure check-in processes lead to accurate reporting.
- Train and assist ministry leaders on Planning Center usage.

Event Operations

- Coordinate registration systems and communication plans for Family Ministry events.
- Support logistics and administration and expansion of vision for events such as:
 - Retreats
 - Child Dedications
 - Bible Dedications
 - Student Events
 - Young Adult Events
 - Seasonal Outreach Events

Technology & Data

- Ensure Family Ministry technology resources remain functional, updated, and available through regular hardware and software maintenance.
- Maintain digital curriculum repositories and ministry resources.
- Develop reporting dashboards and metrics.
- Provide data for ministry leaders to analyze participation, volunteer, and attendance trends.

Key Performance Indicators¹

- Volunteer Onboarding
 - 100% of new volunteers complete onboarding within 30 days of approval.
 - Background checks and required documentation remain 100% current.
- Communication
 - Weekly volunteer communications sent by established deadlines.
 - Less than 2% communication error rate (incorrect dates, locations, assignments, etc.).
- Planning Center
 - Volunteer schedules published at least 14 days in advance.
 - Maintain 98% data accuracy across people, teams, events, and schedules.
- Event Support
 - Event task lists completed by established deadlines
 - Post-event debriefs completed within one week of each major event
- Volunteer Engagement
 - Maintain 90% volunteer scheduling response rate
 - Volunteer cancellation/no-show rate below 10%
- Reporting
 - Weekly ministry dashboard submitted by deadline

Additional Information

Background check required. Attend required staff meetings and ministry events. Additional responsibilities may be assigned by the Director of Family Ministry.

¹ These Key Performance Indicators are intended to provide a sense of ways in which this role will be evaluated in terms of the contributions to the mission and vision of Ascend Church.