



# HILL COUNTRY

## BIBLE CHURCH

### **JOB DESCRIPTION**

### **COMMUNICATIONS PROJECT COORDINATOR**

Job Classification: Exempt, Full Time

Date: January 2019

### **OUTCOMES AND RESULTS – SUCCESS IN THIS POSITION WILL RESULT IN:**

- Communication projects are managed with excellence from development to completion; projects are delivered on-time, consistently meeting or exceeding expectations, with clear communication to stake holders each step.
- Ownership of a clear and effective intake and project/process system for communication requests for our ministries. All ministries understand the communication process.
- Provide excellent administrative coordination for the department (including processing credit cards, handling invoices, managing office supplies, scheduling meetings, supporting events and initiatives, responding to emails, fielding staff questions, and responding to internal and external inquiries)
- Effective communication (written and verbal) to all parties (staff, lay leaders/volunteers, congregants, community, citywide pastors and more) in a myriad of channels
- Seamless operation and timely completion of daily activities and assigned projects to both support and lead within the Communications Team (taking on more and more responsibility) in order to serve the overall ministries and leaders of the church and to move the vision forward.
- Ensure the Communications Team is meeting deadlines by providing Project Management and coordination; bringing clarity, timelines, and steps for projects; and partnering with the Director to make sure the comprehensive MarCom plan is executed.
- Hill Country ministries, church and community members, and all outside vendors receive excellent, God-honoring customer service
- Collaboration and alignment with our Communication Specialist to provide seamless project support; the overall Communications Staff Team is functioning as a unit
- Church-wide Devotional is managed well.
- More and more people are being identified, developed and deployed for serving and leadership roles; a strong volunteer team is making a significant contribution to ministry

### **MAJOR RESPONSIBILITIES AND ACTIVITIES:**

1. Receives, organizes and schedules communication requests, ensuring all content, due dates and clear project details are complete
2. Proactively follow up with Communication Team members, staff and other leaders
3. Defines and maintains effective intake, processes, systems, documentation, and standards for Communications Team to use for all projects, deliverables, and requests.
4. Work closely with communications team to lead and facilitate communications requests, intake, project process, project kick-offs, setting clear expectations, timelines, deliverables, and accountability
5. Provide excellent customer service and a Christ-like attitude when working with Communications team, ministries, and lay leaders; does not need to have all the answers, but stays organized, with a positive attitude, to problem solve and direct people to the right resources
6. Researches and learns best practices for all areas of job (including Project Management Brand Alignment, Marketing, etc.); committed to excellence, yet flexible in a robust work environment
7. Provide weekly progress reports on all projects; often serve as liaison between ministry and assigned specialist on the communications team to track and communicate progress
8. Regularly communicate project status and next steps with ministries and project teams
9. Coordinate project cost estimates, production deadlines, due dates and delivery of ministry deliverables

10. Proactive communications with those you support to ensure you know, understand and can respond to the daily, weekly and monthly ministry needs
11. Address incoming correspondence as requested, including phone calls, emails and letters by directing to appropriate ministries, including responding on behalf of those you support; procure travel, food and hospitality needs
12. Manage Communication Director's calendar including scheduling of all internal and external meetings, coordinating attendee availability, and arranging necessary resources
13. Take comprehensive notes during meetings and follow up with all parties for action items, next steps, etc.; light technical support
14. Execute annual communications calendar, coordinating with ministries and providing regular updates to ensure communications team and church ministries plan and prioritize events and activities
15. Communicate with vendors and other contractors; order materials as needed; physical setup of onsite resources
16. Become a brand expert and live out the mission, vision and church goals. Learn, grow and serve with us!
17. Assist in organizing ministry needs, Sunday service announcements, service slides and other communication channels as needed; tweak final editing as needed for size requirements, proofing, and more
18. Provide Project Coordination for the Communication Team's and manage administrative needs, including invoices, credit card receipts, coding and processing, office supplies, charge-backs, data base of volunteers, etc.
19. Recruit, equip and deploy volunteers and leaders for media center, print production, and bulletin preparation; help people take next steps in their spiritual growth
20. Coordinate and maintain church-wide bible reading and devotional plan, manage our subscription, provide comment review and approval, and author bios & photos
21. Oversee all media center management and message production, revenue process, etc.
22. Provide updates to Hill Country website content and primary media channels daily and weekly
23. Serve as a contributing member of the overall Hill Country staff team; participate in church-wide initiatives, engage in weekly staff meetings, create and follow a yearly action plan, etc.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Growing disciple of Jesus Christ
2. 3+ years of customer service in a creative account management related role or environment
3. 2+ years working knowledge of Adobe Creative Suite including, Photoshop, Illustrator, InDesign and of Microsoft Office or similar programs
4. Working knowledge of cost and budget planning and tracking as well as credit card reconciliation and reporting
5. Proficient in file sharing, organizing, packaging and collaborating and transferring final files to vendors
6. Ability to problem solve and bring clarity to complex or unclear requests or initiatives; proactive
7. Must have a strong project management, proofing, communication, organizational and collaboration skills
8. Must be available to work on Sundays and occasional week nights
9. Ability to lift and maneuver physical resources (25 lbs.) as needed
10. Plus to be passionate about design, photography, writing and marketing trends

#### **CULTURE AND CLIMATE:**

1. Position reports to Communications Director as part of the Communications Ministry
2. Staff culture is goal-oriented, collaborative, with accountability
3. All staff are developing and taking next steps as fully formed followers of Christ
4. Core Values: Responding to God's Word, Engaging Generations, Celebrating Life change, Thinking Beyond Ourselves