

Lakewood Alliance Church
Ministry Description - Ministry Operations & Engagement Coordinator
Full-Time (37.5 Hours/Week)

Position Summary

The Ministry Operations & Engagement Coordinator serves as the organizational hub of Lakewood Alliance Church, providing leadership in administrative systems, communications, volunteer engagement, newcomer integration, and ministry coordination.

This role exists to increase the church's capacity to fulfill its vision by creating systems, processes, and pathways that help people encounter Jesus, become connected in community, discover their gifts, engage in ministry, and participate in God's mission.

Working closely with the staff team, ministry leaders, and volunteers, the Ministry Operations & Engagement Coordinator helps ensure that the operational life of the church supports the strategic priorities of Spirit-empowered prayer, disciple-making, authentic community, leadership development, and mission-focused stewardship.

Key Areas of Responsibility

1. Newcomer Engagement & Connection

- Develop and coordinate systems for identifying, tracking, and following up with newcomers.
- Develop and maintain processes that help newcomers move toward community, discipleship, service, and membership.
- Coordinate newcomer events and orientation opportunities.
- Increase retention and engagement of newcomers
- Develop communication pathways with the Hospitality Team

2. Congregational Engagement

- Coordinate weekly announcements, newsletters, bulletins, and congregational communications.
- Manage website content and digital communication platforms.
- Produce graphic arts for posters, banners, flyers, etc.

3. Volunteer Mobilization & Leadership Support

- Maintain volunteer databases and ministry team records, including updating the services app, directory, groups, calendar.
- Coordinate volunteer recruitment and onboarding including but not limited to scheduling, supporting facilitation, tracking attendance, conducting follow-up.
- Volunteer scheduling and coordinating fill-ins and conflicts across various ministries.
- Support leadership development initiatives and curate ministry training resources and opportunities for ministry team members.

4. Administrative Operations

- Oversee day-to-day office operations.
- Maintain church records and filing systems.
- Prepare Elders materials in concert with the Lead Pastor.
- Acting as intermediary, fielding all requests for dissemination of information and efficiently reporting these requests to staff
- General reception duties pertaining to answering phones and emails and walk-ins or appointments.
- Assist with annual reporting for CRA, The Alliance Canada, and Lakewood Alliance Church.
- Continuing to update administrative processes and systems

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- Attend and take notes at Staff Meetings.
- Other projects as assigned by the Lead Pastor.

5. Discipleship & Ministry Support

- Coordinate logistics and registrations for ministry modules.
- Coordinate logistics of sound, food, set-up needs, etc.
- Follow-up with participants of ministry pathways to ensure sound support and report any feedback to the ministry lead.
- Gather and communicate stories of life change and answered prayer acting with confidentiality and protecting the safety and wellbeing of those sharing their stories. Coordinate follow-up on these people with pastoral staff.

6. Stewardship & Financial Administration Support

- Process donations, respond to donation inquiries, and ensure accurate dissemination of annual donation receipts.
- Support budgeting and planning processes as assigned.
- Collecting receipts and reconciling credit card statements.
- Deliver financial records to bookkeeper and arrange for distribution of expense reimbursements.
- Serve on the finance committee

7. Facility & Resource Coordination

- Coordinate facility use requests and signing of contracts.
- Oversee scheduling for hosts, sound, set-up, custodial, etc. for rentals.
- Follow-up with rentals regarding payment, feedback, any challenges with facility use.
- Cross-reference with ministry schedules to ensure no facility conflicts occur.

Qualifications

Spiritual & Character Qualifications

- Supports the mission, vision, values, and Statement of Faith of The Alliance Canada.
- Exhibits integrity, humility, wisdom, and a servant-hearted approach.

Education & Experience

- Post-secondary education in administration, ministry, communications, HR, business, or related field preferred.
- Minimum three years of relevant experience preferred.

Skills & Competencies (**Chat - give me more and make it sound better based on this job description**)

- Strong organizational, communication, and project management skills.
- Ability to develop systems and processes.
- Attention to detail
- Ability to observe need areas and initiate action
- Ability to work independently
- Ability to collaborate with a team
- Proficiency with Apple, Microsoft 365, Canva, Google Workspace, databases (including Planning Centre web & app platform), website backend, and communication platforms.

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Reporting Relationships

- Reports To: Lead Pastor
- Works Closely With: Pastoral Staff, Ministry Team Leaders, Board Committees, Volunteer Ministry Team

Key Outcomes

- Increased newcomer engagement and retention.
- Improved communication effectiveness.
- Strong volunteer recruitment and placement systems.
- Effective support of discipleship, prayer, and leadership development initiatives.
- Alignment of ministry processes with Lakewood's vision and values.
- Reducing administrative load for pastoral team and acting as gatekeeper to protect their time and focus.

Working Conditions

- This is a full-time position requiring flexibility for occasional evening and weekend ministry events, leadership gatherings, congregational meetings, and special church initiatives.
- Flexible schedule can be discussed with the Lead Pastor.