



First Impressions Coordinator Job Description

Accountable to: Congregational & Community Care Director

Job Type: Non-Exempt, Part-time

Job Overview

The **First Impressions Coordinator** is vitally important to the mission and vision of Crossroads. The position is responsible for working with the First Impressions Teams to connect with volunteers, build teams, and create an atmosphere of unlimited welcome for all.

Essential Functions

- Work with the Congregational & Community Care Director to recruit and train First Impressions teams including ushers, parking ushers, greeters, communion servers, hospitality servers, Connection Corner volunteers and others as needed.
- Organize the weekly scheduling of all First Impressions teams.
- Ensure that items needed for Sunday mornings are prepared and in place including communion elements, name tags, pens, handouts, activities for kids provided by KidVenture, and other special items as needed.
- Be onsite Sunday mornings to prepare for the First Impressions teams. Check in team members as they arrive or designate team leaders to check in their individual team members.
- Update First Impressions teams on schedule changes or special instructions regarding the Sunday morning schedule.
- Support and coordinate with the Connections Corner volunteer to ensure information is available before and after worship to greet people and answer questions.
- Order and pick up fresh baked goods for the weekly service. Work with team members and the hospitality servers to organize Sundays when special food hospitality is planned.
- Maintain an up-to-date inventory of food and drink supplies. Coordinate with the Office Administrator to procure all kitchen supplies (plates, cups, napkins, utensils, tablecloths, etc.) used on Sunday mornings and for special events.
- Maintain a database of weekly food items consumed and any special activities associated with the date.
- Maintain an inventory of table coverings and replenish when necessary. Coordinate the schedule to launder table linens.

- Assist with the set-up of special activity stations in the Sanctuary when they are part of the worship experience.
- Assist with special events/services throughout the year such as Ash Wednesday, Holy Week services, Christmas, Easter and other special events as needed.
- Meet regularly with the Congregational & Community Care Director and as needed with the Worship Director to coordinate activities for Sunday morning.

Experience and Key Competencies

- Be a warm, welcoming presence and positive affirmer of others.
- Experience recruiting, training, organizing and supporting volunteer teams.
- The ability and willingness to work with a wide variety of people across all ages.
- Attention to detail and the ability to keep accurate records.
- Excellent interpersonal and communications skills, both written and verbal.
- Dependable, responsible, and self-motivated.

If you are interested in applying for this position please send a resume to Lesa Kestler, lkestler@crossroadsnova.org.