



Position Description

Title: Ministry Support Facilitator
Department: Property Management / Ministry Support
Reports To: Property Management Director

Summary:

The Ministry Support Facilitator is responsible for the delegation, collaboration, and/or direct execution, when necessary, of day-to-day tasks as outlined below and in line with the Property Management Director's guidance. Such duties include pre-, present-, and post-responsibilities for services, events, meetings, and gatherings that take place on and within the COTC campus, buildings, and grounds.

Essential Duties, Responsibilities, and Values

- Exercise facility preparations for weekly services and events, both internal and external.
 - Facilitate the setup and transitions of all ministry environments.
 - Ensure all spaces/ministry environments are ready for use by assessing, cleaning, provisioning, or clearance of seating, tables, staging, equipment, etc., within standard safety guidelines.
 - Maintain (or assist day porters when available) bathrooms and trash receptacles during mid-week and weekends, especially during services without guidance.
- Tend to the opening, closing, and securing the campus and its buildings for the weekend services and other events.
 - Be present most Sunday mornings for facility needs and emergencies as scheduled.
 - Serve Christmas Eve, Easter, and any Sunday that falls on a holiday unless approved by direct report.
 - Be available to work a majority of evening and weekend events as needed and scheduled.
- Maintain a positive and service-oriented attitude with all vendors, staff, congregants, and any other relationships in line with the department.

- Model and set expectations of effective communication, flexibility, and willingness to adapt to last-minute changes.
- Assess, contain, and recondition emergency spills, accidents, leaks, clogged toilets, etc.
- Gain advanced knowledge of PCO Calendar to understand room reservation requests and maintain inventory and availability of resources.
- Perform weekly property walk-arounds (outside) and walk-throughs (inside) for the following purposes:
 - Identify and provide light improvements, maintenance, and repairs, including property management/ministry support storage and workspaces.
 - Ensure floors and halls are clean and clear.
 - Discover and report any questionable issues (i.e., unwanted animals/pests, health and safety hazards, insufficient inventory of supplies and equipment, etc.).
- Assist the FACILITY team in completing requests from other ministries as approved and directed by superior, including but not limited to:
 - equipment/furniture/decor assembly, installation, maintenance, and relocation
 - replacement of ceiling tiles, patching and touch-up walls, minor floor care
- Gain advanced knowledge of UpKeep to maintain an accurate inventory of parts and materials and record performance metrics.
- Continue to improve upon personal competency in building trades (i.e., HVAC, electrical, plumbing) by attending training/earning certificates at least 12 hours every two (2) years.

Qualifications

A Christian in submission to the Scriptures' authority and the Holy Spirit, as evident in lifestyle. Subscribes to and is in complete agreement with the Church of the City's Statement of Faith. Represents and upholds Church of the City's mission, vision, and culture by demonstrating a solid work ethic, positive attitude, and learning posture.

A successful candidate understands the COTC culture, is proactive, meets deadlines, maintains confidentiality, communicates effectively, performs tasks to ensure workflow runs smoothly and possesses the necessary relational skills (i.e., emotional intelligence, communication, and conflict resolution) to navigate the organization's needs and requests.

The criteria listed below represent the knowledge, skill, experience, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Qualifications include but are not limited to:

Requirements and Competencies:

- Valid driver's license and insurance
- Demonstrated strength in hospitality and service-oriented
- Flexible with schedule and able to prioritize effectively
- Capability to work independently and within a team environment
- Consistently operate with a collaborative attitude
- Ability to work with various tools and equipment towards essential maintenance
- Must have sufficient physical strength to be able to independently and repeatedly lift and move objects <75lbs

Education: A High School level education, or its equivalent required; baccalaureate degree preferred.

General Skills: Must have general computer skills including a working knowledge of Microsoft Office; protect confidential information; knowledge of general business practices; strong organizational skills and great attention to detail; strong communication skills (written and verbal); ability to adhere to deadlines and execute on tasks and handle multiple, diverse assignments; practical time management skills; ability to work well in teams; demonstrate the ability to be innovative and suggest changes/improvements within the scope of work; anticipate needs and create efficient and effective processes; self-motivated and takes responsibility/ownership of tasks; demonstrate flexibility and adaptability to changing situations; demonstrate a high level of service, friendliness, and etiquette consistent with the culture of the church.

Experience: A satisfactory equivalent of education, training, and experience in related fields and/or educational disciplines, sufficient to qualify for the position's requirements.