

## Job Description

**Title:** Hospitality & Assimilations Coordinator  
**Reports To:** Next Gen & Operations Pastor  
**Status:** FLSA Non-Exempt  
**Prepared By:** Heath Fagan  
**Hours per week:** 29

**Ministry:** Hayden Campus  
**Classification Grade:** T-3  
**Approved By:** Human Resources  
**Approved Date:** 03/19/2026

---

### ESSENTIAL ORGANIZATIONAL VALUES

The **Hospitality & Assimilations Coordinator** is responsible for championing Real Life Ministries' Vision, Mission, and Process in two primary ways:

- **As an Individual Leader:** The **Hospitality & Assimilations Coordinator** is responsible for taking the leadership of all ministry functions they oversee, for living out Real Life's Organizational Values and 7 Ministry Essentials personally, and ensuring their leadership and oversight of the ministries they oversee also embody and are living out Real Life's Organizational Values and 7 Ministry Essentials, and for the effective execution of the Essential Job functions of this role as detailed below.
- **As a Team Member of the Hayden Campus and Real Life Ministries Staff Team:** The **Hospitality & Assimilations Coordinator** has a responsibility to collaborate as a team member on their immediate team as well as the Real Life Ministries Staff Team as a whole to accomplish church-wide objectives and goals, Hayden Campus objectives, and goals for their immediate team. They are responsible for removing obstacles hindering collaboration and cooperation across these ministries.

**JOB SUMMARY:** The Hospitality & Assimilations Coordinator is responsible for championing Real Life Ministries' Vision, Mission, Methodology and Strategy at Real Life Hayden.

#### 1. Hospitality (40%)

##### Sunday Hub Environmental oversight

- Oversee the lobby and team room environments during Sunday Hub services (greeters, host, ushers, coffee, tea room).
- Train your team to be friendly, welcoming, and missional as they greet and interact with our people.
- Maintain a 360-degree view of the weekend service environments that you oversee, consistently looking for ways to better the environments you serve in.
- Responsible for assisting the Hospitality Coordinator in overseeing a team that plans all holiday decor for our campus (Christmas, Easter Mother's Day, Father's Day and any other one-off events).

##### Communion oversight

- Recruit train and develop service team leads to oversee volunteers that hand out communion at all Sunday Morning Hub services.

##### Usher oversights

- Would ensure that we have an effective usher team for each service every week as well as large events such as Christmas and Easter that would help people find seats once the auditorium starts filling up.

### **Food for Sunday morning services oversight**

- Responsible for overseeing the team(s) that prep oat meal and parfait bar for all Sunday Morning Hub services. This would include the following:
  - Coordinating with volunteers for the shopping of the food.
  - Making sure volunteers are sticking to an assigned food budget.
  - Set up in the lobby for the location of the food.
  - Set up in the lobby for the paces for our guests to sit and eat.
  - Clean-up of food in the lobby and the kitchen.
  - Ensuring the lobby gets set back to its default setup.

### **2. Sunday Hub Connects Ministry Leader Function (40%)**

- Utilizes all entry points into the Hayden Campus Hub to find and create opportunities for people to begin and grow in their discipleship journey.
- Develop and maintain a healthy communications system with the leaders that he/she oversees.
- Assist the Assimilations Ministry Leader in Manage First Time Guest (FTG) movement and process into key growth environments such as Meet and Greet, Membership, small group connections and serving opportunities.
- Oversee the “connections point” on Sunday Morning at the Hub for people to connect at for information and next steps at our church. This includes:
  - Managing connections team for weekly services.
- Assist the Assimilations Ministry Leader in connecting new attendees from Sunday Morning Hub into Meet and Greet and Membership environments.

### **3. Team Functions (10%)**

- The Hayden Team is your “first team.” Demonstrate peer-to-peer accountability, emotional and spiritual support of others within your first team.
- Coordinates schedules and arranges meetings, reserves and prepares facilities.
- Recruiting, training, and overseeing a team of volunteers.
- Coachable, approachable and demonstrates the ability and courage to speak and accept critical feedback and truth in love.
- Active participant in Hayden Team meetings and discussions.
- Must live out Real Life Ministries’ Organizational Core Values on the Facilities and Security Team.

### **4. Real Life Staff Collaboration (10%)**

- Weekly all-staff meeting, Weekly Hayden Campus team meeting, frequent meetings with the Operations Pastor, Meeting with your service leads and members of the Hospitality Ministry.
- Collaborate with other staff and ministries to ensure the needs of the people you oversee are met in order for them to take their next steps in growing in spiritual maturity.
- Participation in All-Church functions that fall outside of the specific Hospitality Leader Job Description (Align, etc..).
- Represents Christ and the Church in the community in a Godly way.
- Participates in the teaching and leading of corporate environments, trainings both local and abroad, as invited and encouraged by your team leader.

### **Qualifications, Required Skills and Competencies**

- Preferred experience in non-profit volunteerism.
- Strong computer skills – Microsoft Office Suite, Google products, and the ability to learn new programs and applications (such as Canva; Adobe Acrobat, Planning Center, etc.).
- Proven ability in project and personnel management, preferably in the area of volunteer management.
- Ability to recruit, train, and manage large teams of volunteers.

- High level of competency in administrative skills.
- High level of professionalism.
- Strong written and oral communication skills.
- Proven ability in collaborating with diverse people and teams; strong interpersonal skills.
- Highly adaptable and solution oriented in the presence of change.
- Strategic thinker with an understanding of how to use policies, procedures, and standards for a highly efficient and effective workspace.

**Real Life's Core Competencies**, as defined in our 3 C's document, necessary to succeed in this role:

Recruiting: The expectation to identify, recruit and activate people to a specific vision and or task. This means having the courage to invite, utilizing good people skills, casting vision for their role and giving clear steps to getting involved.

Coaching & Development: The expectation to identify how someone has been designed by God and intentionally investing in them so they can continue to grow in their walk with God and in His giftedness in them. This includes assessing where they are at, building a growth plan, laying out next steps, giving opportunities for them to try new things and celebrating wins along the way.

Active Listening: The expectation to focus, recall details from the one speaking, ask questions, and seek understanding all before formulating your response. This involves being aware of and utilizing all of your senses (eyes, ears, body language, etc.) to communicate both verbally and non-verbally.

Conflict Resolution: The expectation to take responsibility to resolve conflict Biblically (Matt 5:18). This involves doing your part to initiate conversation, actively communicate, be honest and follow through to resolution.

Vision Casting: The expectation to communicate a compelling picture of where we are to where we are going that motivates people to buy-in to the process and take part in getting to the desired outcome.

**Spiritual Aspects of Job Requirements - As the function of this role is ministerial and goes to the heart of the mission of Real Life Ministries, the following areas are required to effectively convey Real's Life message and carry out the mission of our church:**

- A heart for God that is evidenced by proven character and a spiritual-mindedness that understands that "apart from Christ we can do nothing." – Abiding in Christ.
- A shepherd's temperament; servant-leader/mentor attitude and inclination.
- Strong interpersonal skills—ability to communicate persuasively and compassionately, both orally and in writing.
- Strong biblical foundation for wise management in a church setting.
- Able to establish and maintain appropriate standards for the accomplishment of ministry in a way that honors both God and people.
- Since we work primarily in teams at Real Life, must understand group dynamics and ensure effective consensus building and decision-making.
- Personal initiative and diligence, which produces follow-through in tasks.
- Solid biblical/theological convictions, which are aligned with Real Life Ministries' Doctrine and Statement of Faith.
- Coachable, approachable, resilient and demonstrates the ability and courage to speak and accept critical feedback and truth in love.
- Willing to embrace and lead through conflict resolution to create and establish unity within the body.
- A willingness to grow and adapt to the inevitable changes found in a local church.

### **Physical Abilities required**

- While performing the duties of this Job, the employee is regularly required to sit; use hands and arms to handle, feel and reach. The employee is frequently required to stand and occasionally required to climb or balance; stoop, kneel, or crouch. Must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

**Disclaimer(s)**

- The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
- Real Life Ministries has many volunteer opportunities. As an employee of Real Life Ministries, any time spent during your normal work hours or fulfilling your job description duties for the specific ministry area you are a part of will be considered hours worked and you will be compensated for those hours. If you desire to volunteer in another area of ministry within Real Life Ministries, and it falls outside of your normal working hours, you can do so by filling out an Employee Volunteer Acknowledgement Form and turn it into HR.

Employee Name: \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_