

# Information Coordinator

The Crossing, A Christian Church exists for people to discover Jesus and the Journey. We understand that the journey looks different for everyone, so we offer a variety of environments for people to get connected and grow in their relationships with Jesus and each other. Our church database is an incredible tool that helps keep our environments organized, so people can easily get connected, stay connected and help others do the same.

Our Information Coordinator will work with ministry leaders, volunteers and staff to ensure that our church database is an inviting, user-friendly way to organize and communicate ministry events, serving opportunities, small groups, prayer requests and more. Our Information Coordinator will also work diligently with the IT department to prevent database issues from disrupting our mission to help people along their journey. This position is perfect for a “tech savvy” people-person, whom God has gifted with outstanding communication abilities.

## **Responsibilities:**

- Our Information and Database expert is responsible for interacting with our database development and support consultants, the online support community, and IT to deliver an outstanding database environment for our staff and guests.
- Must grasp the big picture vision and goals of the church as a whole and individual ministries - volunteers, events, small groups, finances, communication, and connecting guests to church. Responsible for interacting with ministry leaders, converting their ideas into reality, offering proactive solutions, and setting reasonable expectations for project functionality and timeline.
- Responsible for setting and enforcing data entry policies and procedures. Provide solutions for all staff to work within our primary database rather than using outside forms, spreadsheets, or other databases.
- Data mining - partnering with all ministry leaders to devise and produce reports and dashboards to track all important metrics and uncover pastoral opportunities.
- Security - ensuring our database is safe from malicious parties and negligent abuse.
- Guest experience - ideally our guests will enjoy interacting with our database directly to give, track their giving, register for events, and connect with the church in various ways.
- Training - responsible for ongoing database training for staff. This includes basic user instruction, advanced user training, and walking staff through upgrades and changes.

**Requirements:**

- The heart of a servant
- Pursues Christ-likeness daily
- Demonstrates strong technical aptitude and stronger interpersonal skills
- Immense patience for dealing with staff that are very focused on the end goal and sometimes unfamiliar with the database's best practices
- The ability to recruit, organize, and lead volunteers
- Minimum Education: College degree or High School Diploma and equivalent experience
- Minimum Experience: Three years in a professional role that required strong organizational and communication skills, and continual interaction with staff and/or clientele
- Preferred Experience: Five years in a professional role (as listed above), ministry experience, training experience

**Crossing Staff Commitments:**

- Attend monthly department meetings and monthly All-Staff meetings
- Participate in quarterly staff Prayer Days
- Attend occasional "All Hands on Deck" staff events
- Attend any required conferences or seminars
- 28 Hour work week

**Crossing Staff Values:**

- We're in this Together
  - Respect and respond to each other's' thinking wavelength
  - Invest in relationships
  - Pursue cross departmental conversations and collaborations
  - Seek the greater win (The Crossing) over the personal win (my ministry)
- Live in the Tension
  - Between the need for change and the desire for consistency
  - Between engaging in the present and planning for the future
  - Between creativity and structure
- Be Hungry to Heal, Learn and Grow
  - Practice self-awareness
  - Set healthy boundaries
  - Be solution-focused
  - Passionately pursue my relationship with God