



>> Inviting every person into the life-changing story of Jesus <<

WELCOME & SERVICE COORDINATOR

POSITION PURPOSE: The Welcome & Service Coordinator strengthens Orangewood’s mission of inviting every person into the life-changing story of Jesus by creating a warm, seamless, and spiritually formative experience for members, guests, and volunteers. The role blends front-of-house hospitality (greeters, coffee, welcome flow) with back-end volunteer systems (recruiting, training, communication, scheduling, and recognition) to cultivate an environment where people feel welcomed, wanted, and equipped to serve.

REPORTS TO: Director of Communications **EMPLOYMENT TYPE:** Full time

JOB DESCRIPTION: This position fosters a culture of belonging and service by leading the Hospitality team and connecting members and attendees with volunteer opportunities. The coordinator builds healthy teams, develops sustainable volunteer systems, and supports ministry leaders with event logistics. Overseeing on-campus events, this role partners with the Church Hostess, ministry leaders, and Facilities to ensure events are welcoming, organized, and aligned with the church’s mission. Success requires strong systems thinking, hands-on leadership, and a heart for equipping teams so people feel welcomed and prepared to serve with excellence.

QUALIFICATIONS & REQUIREMENTS >>

EDUCATION

Associate or bachelor’s degree preferred. Minimum 3 years of experience in event planning and training/developing volunteers.

EXPERIENCE & SKILLS

- Demonstrated event planning experience and team development abilities
- Strong organizational and multitasking skills
- Excellent written and verbal communication skills
- Proficiency with Microsoft Office, email, and general office technology
- Familiarity with CRM and project management platforms
- A collaborative, positive, service-oriented spirit
- A relational leadership style that inspires, supports, and brings out the best in others

SPIRITUAL & CHURCH REQUIREMENTS

- A committed evangelical Christian in agreement with Orangewood Church’s mission
- Active member of Orangewood (or willing to become one)
- A trustworthy and supportive presence for pastors, staff, and volunteers
- Availability on Sundays, weekends, and occasional evenings; attendance at staff meetings

>> 1300 W. Maitland Blvd. | Maitland, FL | info@orangewood.org | Orangewood.org <<

COMMON “PATHWAY” FOR ALL EMPLOYEES

As a team, as individuals within a team, in your area of specialty, and in collaboration with the staff team as a whole—build easily and at-all-times-accessible on-ramps for both long-time and new OC members/attendees, as follows:

Gather

Contribute to increased traffic of non-churched residents (chiefly non-Christians, de-churched people, and new residents) into OC corporate worship services.

Shepherd OC members and attendees to increase the frequency of their Sunday worship attendance and engagement.

Contribute to increased engagement of members and regular attendees in private worship involving consistent/near-daily Bible reading and prayer.

Connect

Contribute to increased numbers and percentages of members/regular attendees who are meaningfully engaged (connecting at least two times per month) in a smaller community within the church.

Serve

Contribute to the increase of regular member/attendee involvement and volunteerism in the church, especially on Sunday mornings and within your ministry area—thereby strengthening OC as a “staff-led, volunteer-run” church.

Help all members/attendees under your influence to engage meaningfully and enthusiastically in all-church gatherings, all-church outreach initiatives, etc.

Through regular pursuit, recruiting, and equipping, contribute to the continual growth of OC’s volunteer servant pool—always aiming to “turn strangers into friends, friends into family, and family into empowered servants and leaders.”

PRIMARY RESPONSIBILITIES >>

In all responsibilities, the coordinator should be focused on leading the church to live into our mission of *inviting every person into the life-changing story of Jesus* and further the vision of calling our people into a life that is gospel-grounded, formation-focused, and mission-moved.

VOLUNTEER ENGAGEMENT & DEVELOPMENT

Create clear written role descriptions, communication workflows, and training materials

Recruit, train, schedule, and supervise volunteers on hospitality and events teams

Facilitate background checks and maintain volunteer records

Meet regularly with volunteers and staff to coordinate schedules and expectations

Learn volunteers' spiritual gifts and individual strengths to place them in roles that fit their skills, wiring, and interests

Lead and encourage greeters, ushers, welcome center teams, and coffee/food teams to ensure every person feels welcome

Organize annual volunteer appreciation initiatives and evaluate programs for effectiveness, including surveys and data analysis

Collect volunteer stories and testimonials for Communications

EVENTS COORDINATION

Partner with the Church Hostess to coordinate for special events such as Advent, Holy Week, funerals, weddings, festivals, and VBS; oversee setup/cleanup and maintain hospitality supplies within budget and safety guidelines

Coordinate event/meeting setup and cleanup in partnership with the Facilities team

Work with ministries and Facilities to plan and execute church events: room reservations, volunteer staffing, food and beverage planning, and logistics

Maintain clear communication with staff, volunteers, partner ministries, and other churches via email, text, and direct outreach

Manage budgets and expenses for church events and volunteer systems; provide quarterly reporting on outcomes, participation, and costs

KEY TRAITS FOR SUCCESS >>

Clear, consistent communication with the ability to adapt to different audiences and repeat details as needed

Initiative combined with faithful follow-through

A big picture understanding of how volunteer experiences shape next steps in discipleship and belonging; help people feel part of something meaningful and mission-driven

Flexibility in the face of changing plans; calm, quick problem-solving when volunteers cancel, guests arrive early, or unexpected needs arise—always protecting the guest experience with a can-do attitude

TO APPLY >> Please send cover letter & resume to **Yonda Westmoreland** | Director of Communications | vwestmoreland@orangewood.org

All of the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. The position description should not be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation.