

Position: Sunday Serve Coordinator at the Lodge

Hours: Part-time (10-15 hours/wk)

Department: Ministry Operations

FLSA Status: Non-exempt

Reports To: Volunteer Lead

SUMMARY

The Sunday Serve Coordinator at the Lodge supports the Volunteer Lead in creating a welcoming, organized, and engaging Sunday experience at HOPE's Lodge location. This role coordinates volunteers, ministry operations, and Sunday logistics to ensure that staff and volunteer teams are prepared, aligned, and equipped to serve guests and the HOPE community well.

Through strong volunteer engagement, hospitality, and operational coordination, the Sunday Serve Coordinator at the Lodge helps advance HOPE's strategic priorities to **Reach Families, Grow Leaders, Plant Churches, and Go Far and Wide**. This person plays an important role in fostering a healthy volunteer culture, developing relationships among volunteers and team leaders, and creating an environment where new attendees can connect and take meaningful next steps at HOPE.

KEY RESPONSIBILITIES

Sunday Experience Coordination

- Coordinate the Sunday worship experience at the Lodge in partnership with the Volunteer Lead and other ministry staff
- Ensure volunteer teams—including Grounded, Connect, Greeters, Communion, and other Sunday teams—have the information, people, and resources needed to serve effectively
- Serve as a primary point of contact for Lodge volunteers and team leaders on Sundays
- Help create a welcoming, hospitable environment for guests and regular attendees
- Coordinate across Worship, Production, Communications, Ministry Operations, Ministry Experiences, and other teams to support a cohesive Sunday experience
- Participate in weekly worship and service-planning huddles as needed

Volunteer Engagement and Leadership

- Support the recruitment, onboarding, training, scheduling, encouragement, and development of Lodge volunteers and team leaders
- Build relationships with volunteers and foster a healthy team culture marked by connection, ownership, and service
- Identify volunteer needs and partner with the Volunteer Lead to strengthen teams and develop volunteer leaders
- Help volunteers understand and embody HOPE's mission, vision, values, and culture
- Support communication with volunteers so they are informed, prepared, and connected to the broader life of HOPE
- Host quarterly gatherings with the team outside of Sunday morning to train, encourage, and foster community

Ministry Operations and Guest Engagement

- Coordinate Lodge calendar needs with the appropriate events, facilities, and ministry staff
- Track and report attendance for Lodge services and events as needed
- Gather and communicate relevant feedback from Lodge services, volunteers, and events
- Support guest connection and assimilation efforts, helping create clear pathways for new attendees to become connected at HOPE
- Provide coordination and support for special events, ministry initiatives, outreach efforts, and spiritual formation experiences at the Lodge
- Help identify and address operational needs that affect the Sunday experience

Other Duties as Assigned

- Participate in staff-wide weekly meetings, weekly Sunday huddle, staff-wide initiatives, and ministry efforts as appropriate
- Serve during designated churchwide "All-In" days, including Christmas Eve and Easter Sunday
- Perform other duties as assigned in support of HOPE's mission and ministry needs

REQUIREMENTS

Experience

- Experience coordinating volunteers, events, hospitality, ministry, or related activities preferred
- Experience working or serving in a church, ministry, nonprofit, or volunteer-driven environment preferred

Skills and Competencies

- Mature and growing relationship with Jesus Christ
- Strong alignment with HOPE's mission, vision, values, and theological convictions
- Relational and welcoming, with a genuine desire to help people connect and belong
- Strong organizational and follow-through skills
- Clear verbal and written communication
- Ability to coordinate multiple teams, details, and priorities
- Collaborative team player who works effectively across ministry areas
- Ability to recruit, encourage, and develop volunteers and volunteer leaders
- Creative and resourceful problem solver
- High degree of discretion and ability to maintain appropriate confidentiality
- Teachable, dependable, and able to receive and implement feedback

Physical Demands

- Primarily active work with periods of desk-based and computer work
- Occasional lifting and moving of materials or equipment up to 20 pounds
- Ability to move throughout the Lodge and other campus environments, including stairs and ramps, as needed
- Frequent communication and interaction with staff, volunteers, and attendees

Expected Hours of Work

- Part-time, 10–15 hours per week
- Regular Sunday presence required, including preparation before services and responsibilities following services
- Weekday hours as needed for planning, volunteer coordination, meetings, and communication
- Participation in relevant weekly staff or service-planning meetings
- Occasional additional hours for special events and seasonal ministry
- Participation in all-staff “All-In” days, including Christmas Eve and Easter Sunday

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