

## Caring Ministries Coordinator

OPEN

**Position Type:** Non-Exempt  
**Category:** Regular, Full Time Position  
**Classification:** F  
**Reports to:** Director of Caring Ministries

**Ministry Summary/Objective:** The administrative coordinator provides support to all Caring Ministries initiatives, programs, and pastoral responsibilities.

### Essential Functions:

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### MINISTRY RESPONSIBILITIES

- Support caring lay-led ministries including but not limited to: Visitation Ministry, Stephen Ministry, Sunny Day Club, Neighbor to Neighbor Ministries, Flower Ministry, Prayer Shawl
- Support caring ministry programs, events, and initiatives including but not limited to: Grief Support, Partners in Hope, Grace Notes, Special Worship Services, Support Groups, Prayer Teams, Mental Wellness Workshops
- Maintain updated hospitalization list and facilitate the Monday morning prayer meeting as requested
- Prepare and communicate Sunday worship prayer list updates
- Manage schedule for emergency pastor on-call phone
- Collaborate with communications team to promote ministries, classes, and events
- Bring new administrative process ideas to the team for continuous improvement of the department

### FUNERAL MINISTRY AND SPECIAL SERVICES RESPONSIBILITIES

- Reserve details in ESpace calendar system and appropriate Outlook calendars
- Collaborate and coordinate with other departments (A/V, Worship and Arts, Facilities, Communications, Clergy) regarding logistics
- Funeral Ministry
  - Send "Notice of Member Death" emails to congregation
  - Coordinate volunteer funeral teams
  - Prepare funeral bulletins
  - Provide hospitality to family and guests on day of service as requested
  - Support the Minister of Caring Ministries on funeral logistics as requested
- Special Services
  - Collaborate with Communications for bulletins
  - Assist department with logistics, supply ordering, etc. for services

### ADMINISTRATIVE & FINANCIAL DUTIES:

- Provide administrative support to assigned ministry areas to include, but not limited to:
  - Managing and implementing schedules for facilitators and groups
  - Timely and accurate communication of events and services
  - Coordinate scheduling of rooms and other facility related needs
  - Setup and maintain all class & event registrations and payments
  - Oversee background checks for department volunteers
  - Share budget information with lay leaders
- Oversee purchase order process, credit card payments, and reports for caring ministries budget records, including reconciling month end and year-to-date ledger
- Coordinate data collection and process evaluations after caring ministry events and classes
- Prepare and send department mailings

- Receive and respond to departmental calls and emails
- Attend staff and other departmental meetings
- Back up reception desk as requested

#### **DATABASE DUTIES:**

- Maintain accurate & timely data in BUMC database and other documents
- Create, maintain, and process data reports as requested
- Data entry of care visits, prayer request card input, and other ministry record-keeping
- Prepare mail and/or email lists from database
- Submit communications requests for website updates, promotion of events, etc.
- Manage participant registrations for events and classes
- Respond to requests for information by staff and lay leaders

#### **Competencies**

- High level of competency in Microsoft Office software and other web-based technology with ability to learn computer programs quickly and use them proficiently
- Effective written and verbal communications skills
- Excellent organizational skills with a strong attention to detail and accuracy and the ability to work independently, multi-task, prioritize, and manage time
- Adaptable and flexible in a changing work environment while approaching tasks and duties with a positive attitude
- Ability to handle sensitive information with the highest degree of integrity and confidentiality
- Strong relational skills and the ability to handle sensitive/crisis situations with compassion
- Self-starter who takes initiative and anticipates needs of the department
- Enjoys a team environment and is service-oriented
- High emotional intelligence, able to navigate grief

#### **Education and Experience Requirements**

- Associate degree required; Bachelor's Degree preferred
- Three (3) to five (5) years of related administrative experience required

#### **Supervisory Responsibility**

This position does not have supervisory responsibility.

#### **Work Environment**

This position operates in an office setting that involves everyday risks or discomforts requiring normal safety precautions. This position routinely uses standard office equipment.

#### **Physical Demands**

While performing the duties of this job, the employee will be in an office environment. Position can be sedentary and is required to talk, hear, stand, walk, and sit. Employee must be able to stand for long periods of time providing hospitality and coordination of funerals, memorial services, family receptions, and other ministry events. Employee must occasionally lift or move office supplies or other donated items up to 25 pounds.

#### **Expected Hours of Work**

Days and hours of work are Monday – Friday, 40 hours per week. Occasional evening and weekend hours required for funeral preparation and coverage, and other ministry requirements.

#### **Travel**

Travel is primarily local during the business day, although some out-of-the area and overnight travel may be expected.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.