

# CHILDREN'S OPERATIONS COORDINATOR

## JOB DESCRIPTION



### OVERVIEW

Reality SF is a church community located in San Francisco, California, that is committed to following Jesus and seeking renewal in our city. We are committed to doing this by being with Jesus, becoming like Jesus, and doing what Jesus did. To that end, we are looking to hire a talented Children's Operations Coordinator to the Children's Ministry.

### ROLE SUMMARY

The Children's Operations Coordinator is responsible for helping ensure excellence in guest experience, integrates new families into the Children's Ministry, and oversees operations for events, logistics, and communication. Key responsibilities include managing hospitality, supporting family engagement processes, leading volunteer teams, and helping ensure the smooth operation of the Children's Ministry on Sundays and for midweek programs.

As the Children's Operations Coordinator, you play a vital role in fostering a Christ-centered, welcoming environment where families feel supported, and children grow in their faith. This role provides an exciting opportunity, a convergence of strategic and organizational skills, passion for ministry, and love for people to make a lasting impact in the lives of Village leaders, children and their families.

### QUALIFICATIONS

- Love for Jesus and His Church
- Love for ministry in an urban context and for San Francisco
- Agreement with the statement of faith and theology of Reality SF
- Character and lifestyle of a deacon as described in 1 Timothy 3:8-13
- An understanding and appreciation of the Bible, Biblical theology, and historic Christian traditions

### SPECIFIC DUTIES & RESPONSIBILITIES

#### Hospitality

- Uphold and implement the Village Children's Ministry strategy for Hospitality.
- Recruit, onboard, and develop Welcome Team volunteers to create a welcoming, safe, and helpful environment.

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- Train volunteers on Children's Ministry processes for hospitality and safety policies.
- Schedule and communicate weekly with Welcome Team volunteers to ensure consistent coverage.
- Oversee Sunday and midweek experience, by innovating ways to create a warm welcome, from helping ensure availability and organization of supplies needed for check ins, teams needed (e.g., events storage, welcome check in area).
- Provide care and support to Welcome Team volunteers consistently, keeping the team up to date on children's processes and safety procedures across the team.
- Collaborate and manage a growth strategy with the Children's Ministry Team to prepare for increased attendance at Sunday services and midweek programs

### New Family & Next Steps

- Implement and improve Children's Ministry processes for new families and next steps.
- Manage the New Family Experience: onsite registration, follow-up, timed resources, and maintaining data integrity.
- Oversee the Family Room and work with the team to identify ways to continually improve the young family experience from this space.
- Oversee the follow-up process for new families and volunteers, and respond to general inquiries directed via email and/or direct them to the appropriate person on the team.
- Execute and refine Standard Operating Procedures (SOPs) for family onboarding and next steps processes.

### Operational Support

- Provide logistical support for Children's Ministry events, such as Sundays, workshops, holiday and special church services and events such as VBS, Harvest Festival.
- Oversee Children's Wing communication visuals and branding to ensure continuity and clarity

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- Manage family and volunteer data as needed, helping ensure accuracy and confidentiality in the database.
- Support volunteer onboarding processes and track metrics to maintain group integrity and data consistency.
- Assist with updating and refining Children's Ministry SOPs.
- Lead project management efforts and work cross-ministry to ensure timely and efficient implementation of ministry programs or events.
- Coordinate and help manage internal and external communications, such as weekly Village newsletters, coordinating with the Communications Team for the all-church newsletter, monthly Village Leader updates and communication via the monthly Village Leaders Newsletter.
- Manage Planning Center volunteer scheduling for all volunteer teams and communications and collaborate with Early Childhood Coordinator and Elementary Director on their respective teams

## KNOWLEDGE AND SKILLS

### Required

- A love and passion for kids, families, and serving others.
- At least 2 years of experience in ministry, guest relations, or hospitality.
- Ability to recruit, train, and oversee volunteer teams.
- Strong administrative, organizational, and time-management skills.
- Proficient in written and verbal communication.
- Advanced computer skills, including experience with databases and multiple software applications.
- Highly relational with excellent interpersonal and leadership abilities.
- Professional, proactive, and adaptable to changing environments.

### Preferred

- Bachelor's Degree
- Experience in event planning and project management
- Familiarity with safety procedures and policies in a children's ministry context
- Ability to analyze data, identify trends, and improve processes
- Sensitivity to confidential matters

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### **Status**

Full-time

### **Reports to**

Children's Pastor

### **Salary Range**

Dependent on experience

50K-60K

### **Benefits**

Medical

Dental

Life Insurance

Paid Leave

### **Works with**

Children's Pastor

Children's Ministry Team

Operations & Facilities

All staff ministry leaders & pastors