

STORE COORDINATOR

Job Description



Primary Purpose

The Store Coordinator oversees the daily operations, volunteer leadership, and long-term planning of the church merchandise store. This role is responsible for creating an excellent and welcoming experience for guests, maintaining organized systems, and collaborating with multiple ministry teams to ensure products and resources are available in a timely and effective manner.

Position Requirements

- High School Diploma required.
- Minimum 1 year related experience.
- Strong organizational and administrative skills with attention to detail.
- Ability to manage multiple projects with timeliness and accuracy.
- Strong interpersonal skills with the ability to engage warmly with guests and volunteers.
- Previous experience in retail, customer service, or inventory management preferred.
- Familiarity with Square POS system or willingness to learn.
- Project management and collaboration skills across diverse teams.
- Ability to anticipate needs and plan proactively.
- Flexibility to serve evenings/weekends during events as needed.

Position Responsibilities

- Contribute to brainstorming and creative planning sessions, bringing technical insight and innovation to the table.
- Recruit, train, schedule, and foster relationships with volunteer leaders and team members.

Ministry Department:

Guest Experience

Reports To:

Guest Experience Director

Status:

Part Time, Non-Exempt,
(incl Sundays)

Revised:

November 2025

***Rockharbor Church exists to love
and lead one another to be devoted
followers of Jesus.***

*We encourage each member of
our staff team to live this mission
through their personal lives and in
their work. We value striving for
excellence and working together
as a team. We believe God has
gifted each individual with specific
and unique gifts and talents, which
He brings together to reach our
community and world with the love
and message of Jesus!*

- Create a culture of joy, service, and hospitality within the store volunteer team.
- Provide ongoing support and encouragement to volunteers, equipping them to serve confidently.
- Provide excellent customer service by engaging warmly with guests and answering questions about products.
- Demonstrate quick knowledge and understanding of products (Bibles, apparel, gifts, and resources).
- Support church members and visitors in selecting items that encourage spiritual growth and connection.
- Collaborate with the Creative Team on product design and store merchandise.
- Determine quantities and place orders through outside vendors.
- Oversee Bible inventory, ensuring selections are relevant, up-to-date, and accessible.
- Manage inventory counts: conduct three cycle counts annually and one full yearly audit.
- Maintain cleanliness, organization, and rotation of products in the store.
- Keep storage areas neat, labeled, and accessible.
- Anticipate needs months in advance, allowing adequate time for design, ordering, and delivery.
- Maintain Square system: input new items, track and update inventory, and ensure accurate records.
- Partner with multiple teams (Creative, Events, Finance, Ministry Leaders) to plan for upcoming needs (e.g., volunteer shirts, event merchandise).
- Ensure timely completion of projects through strong organization, communication, and administrative skills.
- Work closely with the Finance Department to process invoices, reconcile Square transactions, and ensure financial accountability.
- Support church events by coordinating store setup, sales, volunteer scheduling, and cleanup.
- Recruit and train volunteers for event-based merchandise sales.

Personal and Spiritual Requirements

Has a growing and active relationship with Jesus, demonstrated through daily time with Him.

Shows commitment to spiritual, personal, and professional growth.

Models standards and expectations of Rockharbor Church leadership, including, but not limited to:

- Upholding Rockharbor's Core Values and mission
- Regular attendance at Rockharbor Church services
- Regular participation in a Community Group
- Partnership through tithing and serving
- Abstaining from smoking, vaping and illegal substances
- Models discretion and positivity in use of Social Media
- Setting of appropriate boundaries to protect character and integrity