



POSITION TITLE: OFFICE & COMMUNICATIONS ADMINISTRATIVE COORDINATOR

REPORTS TO: DIRECTOR OF OPERATIONS

JOB CLASSIFICATION: PART- TIME/NON-EXEMPT

MISSION (PURPOSE): The mission of River West Church is to build a community of Christ for the world. The Office & Communications Administrative Coordinator serves this mission by supporting the Front Office and Creative Team in ways that help the life and ministry of the church flourish. Through administrative care, clear communication, and collaborative support, this role helps strengthen the many ministries of River West Church and fosters meaningful connection within the church body — including pastors and staff, service teams, women’s ministry, mission partners, and the broader church community.

Key Responsibilities:

Front Office Administration

- a. Serve as receptionist and "first impression," providing information and assistance for those visiting the church office or emailing.
- b. Answer calls to River West, providing informational and “how-to” assistance, taking messages, and transferring calls as needed.
- c. Maintain adequate levels of all office and printer supplies.
- d. Provide assistance to the staff in use of the printer, troubleshoot associated problems, and work with our vendor to ensure timely resolution.
- e. Sort and distribute incoming mail and package deliveries, facilitate outgoing mail to P.O.
- f. Unlock, lock, and alarm building in conjunction with office hours.
- g. Maintain elder and staff contact info.
- h. Process incoming Connect & Prayer cards.
- i. Provide coffee and snacks for the staff, including set up and clean up.
- j. Maintain adult and children’s attendance records.
- k. Ensure Community Room is prepared for daily activities (straightening of area, tidying up of counters).

Communications Administration

Project & Workflow Management

- a. Own the day-to-day management of creative projects—sermon series, events, campaigns, and social content.
- b. Set and maintain timelines, milestones, and deadlines across all creative initiatives.
- c. Clarify project needs and expectations between ministries and the creative team.

- d. Use project management tools (e.g., Notion) to track assignments and progress.

Creative Collaboration

- a. Participate in brainstorming, series planning, and campaign development alongside content and design teammates.
- b. Gather creative assets—photos, quotes, scriptures, videos, testimonials—and help coordinate their usage across platforms.
- c. Ensure all deliverables reflect River West's heart, tone, and theological integrity.

Sunday, Church-wide & Event Support

- a. Coordinate slides, signage, visuals, and other creative elements for Sunday services and special events.
- b. Produce the weekly newsletter with current events and information.
- c. Update the “event reel” in the foyer with current and timely information.
- d. Serve as the liaison between the Creative Team and worship, production, and ministry teams to ensure assets are accurate and ready.

Asset & Brand Stewardship

- a. Maintain organized digital systems for creative files, graphics, templates, and resources.
- b. Help uphold River West's brand standards—ensuring consistency in tone, voice, and visual execution across all ministries.
- c. Maintain libraries for photos, videos, and archived projects.
- d. Maintain the highest integrity for copyright laws, and assure that all communication adheres to these laws.

Job-Specific Requirements:

Educational + Experiential Requirements

- a. An Associate's degree is preferable, or an equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job.
- b. Prior work experience in an administrative role.
- c. 2-3 years' experience in non-profit team or customer service-related field preferred.

Technical Requirements

- a. Proficiency in Microsoft Office Word and Excel, as well as experience with relational databases and task-management software.
- b. Ability and willingness to learn other software applications.
- c. Experience in project coordination, communications, event planning, or ministry support roles.

- d. Familiarity with creative teams and communication workflows in a church or nonprofit setting preferred.
- e. Proficiency with basic project management platforms (e.g., Notion, Trello, Asana).
- f. Experience working cross-functionally with creative, production, and ministry teams.

Skills & Strengths

- a. Highly organized and self-directed, with strong follow-through.
- b. Strong interpersonal and communication skills (written and verbal).
- c. Clear thinker with the ability to clarify needs, priorities, and timelines across multiple teams.
- d. Able to manage details while holding the big picture in mind.
- e. Familiarity with creative assets (e.g., slides, print materials, digital content), even if not the one creating them.

Personal and Spiritual Requirements

- a. Be an active member of River West Church and agree with and adhere to the River West Church Statement of Faith.
- b. Have a personal relationship with Jesus Christ and exhibit a life that is consistent with the witness of scripture.
- c. Demonstrate a deep, personal understanding and appreciation for the Gospel of Christ.
- d. Maintain a courteous Christ-like spirit when dealing with people within and outside of River West Church.
- e. Ability to maintain confidentiality.
- f. Understand and follow verbal and written instructions.
- g. Ability to discern, prioritize and deal with each situation/contact on an individual basis.
- h. Can multi-task and handle interruptions with patience.
- i. Ability to follow through on commitments. Punctual and organized.
- j. Must successfully complete criminal background check.

Helpful Characteristics

- a. Organized but Flexible: You love systems and structure, but you're adaptable when things change.
- b. Collaborative Communicator: You're clear, gracious, and reliable when coordinating with teams and creatives.
- c. Calm Under Pressure: You bring steadiness to fast-paced environments and last-minute needs.
- d. Mission-Minded: You love using your skills to support Kingdom work and Gospel storytelling.
- e. Detail-Oriented: You notice the small things that make a big difference.
- f. Encouraging Presence: You help people feel equipped, supported, and valued in the creative process.

Note: This job description does not imply that these are the only duties to be performed by the employee occupying this position. This role will follow any other job-related instructions and perform other job-related duties as required by their supervisor. River West Church has the right to revise this job description at any time. *(This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship).*

Employee Signature_____ Date_____

Supervisor Signature_____ Date_____