

Title: Communications Coordinator

Full Time / Reports to Experience Director

Position Job Summary:

The Communications Coordinator is the strategic "voice" of New Walk Church, ensuring our DNA is communicated with clarity and excellence across all platforms. You are responsible for managing the flow of information from ministry leaders to the congregation, translating vision into actionable content. By overseeing the daily operations of our communications you provide the fuel needed to both reach the unchurched outside New Walk and ensure every person at New Walk finds their next step and sees what God is doing here. This position demands a high-capacity, high-initiative individual who thrives in a fast-paced environment and possesses the drive to ensure that every detail is executed with excellence.

What You Will Do (Specific Job Responsibilities):

Multi-Channel Content Management

- Execute a high-impact, on-brand communication rhythm across the NWC App, website, and social media to ensure content is accurate, punchy, and current.
- Manage weekly newsletters, push notifications, and online community interactions to drive active engagement and maintain a welcoming digital environment.
- Oversee the excellence of all physical and digital communication pieces while maintaining accuracy across church management and promotional platforms.

Leadership & Volunteer Development

- Act as the strategic filter for ministry leaders, refining event details (YTH, Groups, etc.) into high-impact promotions and ensuring all creative standards champion the NWC brand.
- Lead the design and delivery of all campus resources—from message notes to signage—serving as the "final eyes" to ensure every detail and deadline is executed with aggressive excellence.

Leadership & Volunteer Development

- Assist in the end-to-end recruitment and onboarding of volunteers, intentionally developing and empowering high-level team leaders.
- Foster and lead a supportive team culture by investing in volunteers' lives, providing spiritual encouragement, and celebrating ministry wins.

Training & Communication

- Plan and lead leadership meetings and regular trainings to communicate vision, expectations, and best practices clearly.
- Serve as a steadfast, encouraging communicator who builds team confidence and helps the community feel connected to New Walk.

Problem Solving & Vision

- Act as a solution-oriented leader who uses discernment and empathy to identify needs and resolve issues in real time.
- Uphold and defend the church's leadership culture, ensuring every decision aligns with the vision of an exceptional guest experience.

What Skills You Will Need (Qualifications):

- **Creative Chemistry:** A chemistry that fits the "Uncivilized" and "Authentic" NWC culture.
- **Technical Fluency:** Proficient in Adobe Creative Suite and Canva, with foundational knowledge of branding and file formatting principles.
- **Trend Awareness:** A high level of knowledge in current social media trends and a drive to remain a student of the field.
- **Operational Composure:** The ability to work under pressure and remain "calm and confident" in a rapidly growing, fast-paced church environment.
- **Relational Drive:** An intrinsic desire to build healthy, encouraging relationships with staff and volunteer "Dream Teamers".

General Responsibilities:

- **Spiritual Stewardship & Integrity:** Model the principles and disciplines of a Christian life. Tithe a full 10% of your income to New Walk Church and remain faithful to all financial pledges (e.g., Building Campaigns), as this Biblical commitment is a non-negotiable requirement for all staff. Conduct yourself in a manner that honors Christ; any behavior deemed unbecoming is grounds for immediate termination.
- **High-Capacity Leadership:** Your primary metric of success is your ability to recruit, train, and empower competent Team Leaders. You are expected to constantly raise up and release new leaders, moving from "doing" to "developing" so the ministry can scale.
- **Vision Defense & Alignment:** Aggressively defend the vision of New Walk Church and its leadership, including the Lead Pastor, at all times. Establish a healthy working rapport with all Pastors and Directors to ensure church-wide unity.
- **Small Group DNA:** Lead or co-lead an adult small group through the Groups Program during at least 2 out of every 3 semesters annually. When not leading, you are required to be an active participant in a group.
- **Presence & Performance:** Be present and prompt for all staff meetings and church-wide servant evangelism events. Prepare in advance for your best personal performance in every setting—whether leading, teaching, or facilitating.
- **Departmental Ownership & Transparency:** Lead your department alongside other ministry leaders, remaining ready to serve other teams as needed. Report transparently on ministry progress, volunteer performance, and departmental weaknesses.

- **Communication Excellence:** Maintain a high standard of communication, responding to all requests from volunteers or attendees within a 48-hour window.
- **Ambassador of the House:** Recognize and respond to every person—whether a regular attendee or a first-time guest—as a servant of the church and an ambassador of Jesus Christ.
- **Adaptive Service:** Perform other appropriate duties as required by the Lead Pastor and Executive Pastor to move the mission forward.