

Title: First Impressions Coordinator

Full Time / Reports to First Impressions Director

Position Job Summary:

You will champion the church's DNA by serving as a strategic support architect for the First Impressions department. Reporting to the First Impressions Director, you will help lead our First Impressions Team in providing world-class hospitality that fosters a Gospel-focused experience. As a relational and emotionally intelligent leader, you will build strong systems that support our volunteers and ensure every guest feels seen, known, and at home from the moment they arrive.

What You Will Do (Specific Job Responsibilities):

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.

Weekend Experience & Guest Engagement

- Oversee weekend operations to ensure all teams are fully staffed and guest-ready, modeling hospitality that makes a large church feel personal and meaningful.
- Remove barriers to the Gospel by ensuring every guest feels seen, safe, and welcomed from the moment they arrive on campus.

Systems & Operations

- Manage weekly scheduling, workflows, and ministry queues (due Tuesdays by noon) to ensure seamless organization.
- Maintain pristine, organized environments and ensure all physical resources—such as message notes and Connect Area materials—are prepared for service.

Training & Communication

- Plan and lead leadership meetings and quarterly 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):

- **Hospitality Chemistry:** A chemistry that fits the "Uncivilized" and "Authentic" NWC culture, with a bias toward helping others find and follow Jesus.

- **Leader Multiplication:** A track record of "Developing rather than Doing," with the ability to lead through a large team of lay leaders.
- **Relational Drive:** An intrinsic desire to build effective relationships and communicate clearly across all interpersonal and corporate levels.
- **Operational Composure:** The ability to remain highly productive and organized while working in a fast-paced, high-pressure environment.
- **Growth Orientation:** A committed learner who seeks constructive criticism and possesses a deep desire for continuous improvement.
- **Spiritual Maturity:** A life that models commitment, including tithing, leading a small group, and a heart for the local church.

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.