



## **JOB DESCRIPTION**

### **Operations & Human Resource Coordinator**

Name:

Supervisor: Executive Pastor of Operations

Interfaces with: Core Lead Team, All staff, Church Congregation, Volunteers

Hiring basis: Full-time

Benefits: See the current Pathway Staff Handbook

#### **PURPOSE AND PRIMARY RESPONSIBILITIES**

The Operations & Human Resource Coordinator will provide comprehensive Human Resources and administrative support, embodying the spiritual and organizational values of Pathway Church, serving staff and volunteers with excellence and a heart for ministry. The individual will maintain a strong personal relationship with God, demonstrate spiritual maturity, and lead with a servant-hearted leadership. Core responsibilities include managing Human Resources (HR) operations with the highest level of confidentiality. This position also oversees software systems, such as Planning Center and BambooHR, coordinates staff events, and verifies accurate record-keeping. Additional duties include supporting financial processes, supervising volunteers, and creating a welcoming environment.

This role advances Pathway Church's vision by fostering teamwork, encouraging spiritual growth, and creating an environment of prayer and collaboration, while providing operational and relational support, to strengthen the body of Christ and create a thriving staff culture.

#### **PERSONAL SPIRITUAL RESPONSIBILITIES**

- Maintain an intimate and personal relationship with God.
- Demonstrate spiritual maturity and lead with their gifting with a high level of integrity.
- Support Pathway Church's vision, mission, and values.
- Continually support Pathway Church and leadership in prayer and encouragement.
- Consider Pathway Church their church home and worship regularly.
- Maintain professional relationships with pastors, staff, congregation, and community.
- Participate regularly in a discipleship environment.
- Honor God in this role with a positive attitude and servant leadership.

#### **ESSENTIAL ATTRIBUTES**

##### **Human Resources (HR) & Administrative Support**

- Provide extensive HR and administrative support to the Executive Pastor of Operations.
- Direct and coordinate all aspects of employment recruiting and hiring, job postings, scheduling interviews, candidate communications, reference checks, and background checks.
- Manage onboarding and exit processes to provide seamless staff transitions.
- Keep employee files and HR documents organized, accurate, and secure.
- Assist with employee benefits administration and provide support for staff inquiries.
- Serve as a link between HR and bookkeeping for payroll matters, reimbursements, and receipts.
- Coordinate and collaborate with financial counting teams.

Initials \_\_\_\_\_



### **Systems & Compliance**

- Act as primary administrator for Planning Center software to maintain standardization church-wide.
- Assist in managing BambooHR software to keep data accurate and compliant.
- Support in managing the 3CX phone system in functionality and training staff.
- Collect and enter weekly data for Planning Center dashboard reports.
- Keep compliance documents and legal postings updated and visible.

### **Staff Engagement & Events**

- Organize staff and volunteer training activities and maintain accurate records.
- Plan and lead staff and volunteer appreciation and recognition programs to boost morale and engagement.
- Coordinate and oversee staff and volunteer events to foster team building and effective teamwork.
- Assist with special church events.

### **Office Administration & Volunteer Coordination**

- Build and manage volunteer teams to help with HR and office duties.
- Supervise front desk volunteers to manage mail, calls, and visitor support.
- Maintain a safe, tidy, and inviting workspace for staff and visitors.
- Manage office supplies, purchases, and equipment to keep within department budget.
- Oversee facility calendar, building rental agreements, with external vendors for facility use.
- Attend regular meetings with supervisor, staff, and volunteers.
- Perform additional HR and administrative tasks as directed by leadership.

### **ESSENTIAL QUALIFICATIONS**

- Hands-on experience with BambooHR software and its features.
- Experienced in managing workflows and data in Planning Center software and capable of training others.
- Solid experience with Microsoft Office 365 and capable of training others.
- Strong organizational skills with excellent attention to detail.
- Excellent written and verbal communication skills in English.
- Trusted to handle sensitive information with caution and confidentiality.
- Reliable team member who ensures tasks are completed accurately and on time.
- Experienced in operating standard office equipment such as copiers and postage meters.
- Able to identify problems quickly and apply effective solutions.
- Works well with staff as a team, accepts feedback, and beneficially resolves issues.
- Committed to team success by prioritizing group goals over personal interests.

### **EDUCATION/EXPERIENCE AND OTHER REQUIREMENTS**

- 2-year college degree or equivalent experience.
- 5 years of administration experience.
- 2 years of volunteer team recruitment, training, and support.
- Possess a current driver's license.
- Authorized to work in the USA.
- Must pass:
  - criminal history check.
  - employment and education verification.
  - professional license or certification verification.
  - reference check.
  - social media behavior check.

Initials \_\_\_\_\_



**WORK SCHEDULE**

- Normal work schedule is Monday to Friday on church campus; this is an in-person role.
- Flexibility is required to work some nights and weekend days.

**EMPLOYEE ACKNOWLEDGEMENT**

Start Date: \_\_\_\_\_

Salary Amount: \_\_\_\_\_

I, at this moment, acknowledge the above-listed Job Description as my employment responsibility. I understand that it will be the guiding factor in the evaluation/review process. I intend to follow Biblical principles, the vision of Pathway Church as established by the Lead Pastor and Board of Directors, and all organizational documents. I have received and reviewed the Pathway Staff Handbook, to which I will adhere.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**SUPERVISOR ACKNOWLEDGEMENT**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_