



Position Description | Front Office & Ministry Coordinator

Department: Operations

Supervisor: Executive Operations Director

Position Summary: The Front Office & Ministry Coordinator serves as the first point of contact for visitors to Fair Oaks Church and oversees the upkeep of shared office spaces. Stationed at the front desk, this role goes beyond routing calls and greeting guests; it requires discernment to ensure people receive accurate information and are connected to the right person or resource. This person takes ownership of knowing the church's ministries, staff, and processes well enough to assist and answer most incoming questions directly. The Front Office & Ministry Coordinator also protects staff time, manages sensitive intake processes such as Deacons Fund requests, and provides administrative support to the Missions and Care ministries.

Responsibilities

- Serve as the welcoming first point of contact for all visitors, members, and callers, representing Fair Oaks Church with warmth and professionalism.
- Maintain working knowledge of the church's ministries, staff, and processes in order to answer most incoming questions directly.
- Vet and triage incoming calls and walk-ins, determining urgency and routing to the appropriate staff member or ministry leader when needed.
- Serve as a first point of contact and trusted coordinator for the Senior Pastor, helping ensure people are connected with the right person for their need, and urgent matters are handled promptly.
- Keep shared spaces such as the copy room and kitchen clean, organized, and stocked with supplies.
- Oversee office administration, including mail, supplies, and vendor coordination.
- Maintain a welcoming, organized, and well-run front office environment.
- Serve as the initial point of contact for individuals requesting Deacons Fund assistance, conducting compassionate and confidential intake conversations and organizing required documentation.
- Coordinate logistics for memorial services, including scheduling facility space, communicating with families, and liaising with pastoral and facilities staff.
- Provide administrative support to the Care and Missions ministries.
- Maintain confidentiality regarding sensitive conversations, personnel matters, and pastoral care situations encountered in the course of daily work.

Additional Responsibilities

- Participate in All Staff meetings (1st Tuesday/month).
- Other duties and ongoing training as assigned by supervisor.

Job Requirements

- A growing Christ follower and active participant at Fair Oaks Church, as supported by a signed statement of faith.
- Sound independent judgment and problem-solving skills, with the confidence to assess situations, answer questions, and decide on appropriate next steps.
- Highly organized, self-motivated, and detail-oriented, with strong written and verbal communication skills and a commitment to accuracy and follow-through.
- Ability to handle difficult or sensitive situations with maturity, compassion, emotional intelligence, and discernment, and to work well with a wide range of people.

Work Schedule: Tues-Friday | 9a-3p (front desk 10a-3p; early hour flexible)

Compensation: \$20-\$27/hour (based on education, training, and experience)

Job Status: Part-time (20-24 hrs/week), non-exempt.

Application Process: To apply, please click [here](#).