

Pleasant Grove Baptist Church

Director of Communications



Job Description

Department Operations/Administration (Non-Exempt)

Reports to Senior Pastor

Status Full time, plus benefits as outlined in the Personnel Policy Manual

Job Summary

The Director of Communications is responsible for overseeing the daily operations of the church office while coordinating the church's communications, guest engagement, and administrative systems. This position serves as the primary office contact for members, guests, and ministry leaders, ensuring the church communicates clearly, operates efficiently, and creates intentional pathways for people to connect to Christ and His church. Working closely with the Senior Pastor and church staff, this position helps create an organized, welcoming, and Christ-centered environment that supports the mission of Pleasant Grove Baptist Church.

Summary of Essential Job Functions

Office Administration

1. Oversee the daily operations of the church office, maintaining an organized, welcoming, and efficient environment.
2. Answer phone calls, welcome visitors, and assist members, guests, and callers with their needs.
3. Manage and update church records and databases utilizing Planning Center and other church management software, ensuring accurate records, workflows, registrations, and communication processes.
4. Organize and track member care information, including hospitalizations and other care needs.
5. Manage the church calendar and coordinate building reservations in accordance with church policies and ministry priorities.
6. Manage office resources, supplies, publications, and administrative needs.
7. Provide administrative support to the Senior Pastor and ministerial staff as needed.
8. Assist with special projects, ministry initiatives, and other duties assigned by the Senior Pastor.

Communications

9. Ensure consistent messaging across all church communication platforms, including print, digital, and in-person communication.
10. Create, update, print, and distribute weekly publications, including bulletins, prayer guides, sermon notes, event promotions, sign-ups, and other ministry materials.
11. Manage and oversee the church's communication platforms, including the website, social media, email, and other digital communication tools.
12. Create graphics and communication materials that support church ministries and outreach.

13. Work collaboratively with ministry leaders to communicate ministry activities, events, and announcements effectively.
14. Create and maintain a communication calendar in collaboration with ministry leaders to ensure timely and consistent messaging.
15. Collaborate with the Director/Pastor of Worship & Media to support sermon media, livestream communication, worship resources, and digital ministry opportunities.

Guest Engagement & Connections

16. Maintain and improve systems that help guests move from first-time visitors toward meaningful involvement in the life of the church, utilizing Planning Center..
17. Lead the church's guest follow-up process, ensuring guests receive timely and intentional communication.
18. Recruit, equip, and encourage volunteers who help create a welcoming Sunday experience.
19. Partner with ministry leaders to help people discover opportunities to serve, grow, and connect within the church.

Minimum qualifications

1. A strong and growing personal relationship with Jesus Christ and commitment to the local church.
2. Commitment to the mission and ministry of Pleasant Grove Baptist Church.
3. Passionate about sharing the gospel and helping people connect to Christ and His church.
4. Bachelor's degree in communications, business administration, ministry leadership, organizational leadership, or related field, or 3–5 years of comparable experience.
5. Experience in communications, administration, ministry leadership, project management, or organizational systems.
6. Proficiency with Google Workspace, Canva, Planning Center, and digital communication platforms. Experience with Adobe Creative Suite is preferred.

Abilities required

1. Demonstrate a servant-hearted approach to ministry and a desire to care well for people.
2. Build healthy relationships with staff, volunteers, members, and guests.
3. Communicate clearly and effectively through written, verbal, and digital communication.
4. Demonstrate strong organizational skills and attention to detail.
5. Be self-motivated, dependable, and able to work independently.
6. Be teachable, flexible, hospitable, and able to collaborate as part of a team.
7. Maintain confidentiality and wisdom when handling sensitive information.

Work Hours

The schedule for this position will generally be Monday–Thursday, 8:30 a.m.–4:30 p.m., and Sundays from 8:30 a.m.–12:30 p.m. Sunday mornings are an essential part of this position and include guest engagement, communication needs, and ministry support. Additional evening or weekend hours may be required for major church events, ministry gatherings, planning meetings, and special services.