



Women's Ministry/Guest Services/TouchPoint Coordinator

Qualifications for employment at Fellowship Bible Church include having made a life commitment to Jesus Christ and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing member or willing to become one.

Job Title: Women's Ministry/GS/TP/Coordinator
Department: Women's Ministry

FLSA Status: Non-Exempt
Reports to: Karie Farley
REGULAR HOURS PER WEEK: FULL TIME

Typical work schedule:

Flexibility required: Adjustment of hours may be needed based on event needs and urgent tasks.

Position Summary:

The Women's Ministry / Guest Services / TouchPoint Coordinator plays a vital role in providing administrative, event, and database management support to the ministry lead. This position ensures the smooth execution of ministry functions that include administrative coordination, database administration, event coordination, volunteer management and database training, and membership tracking.

Essential Skills & Experience:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Data organization, management, and reporting.
- Understanding of membership engagement tracking and database best practices.
- Administrative and event planning experience.
- Time management and organizational skills.
- Strong attention to detail and analytical thinking.
- Excellent communication and reporting skills.
- Ability to manage multiple tasks while maintaining accuracy and efficiency.
- Technical problem-solving and adaptability.
- Ability to collaborate and communicate effectively across ministries and with multiple stakeholders.

Responsibilities:

Data Management and Reporting

- Manage and organize church membership and event-related data using the church management software, TouchPoint.

- Track member engagement, attendance, and status changes, and identify areas for improvement.
- Track membership renewal dates and follow up with members as necessary.
- Generate detailed reports for leadership on membership engagement, event participation, trends, retention, and volunteer involvement.
- Ensure data accuracy through routine updates, cross-checking, and quality control.
- Provide training to ensure volunteers are equipped in the use of the Touchpoint Database, through workshops/webinars.
- Organize and maintain confidential membership information in compliance with privacy policies.

Administrative Coordination & Event Planning

- Provide essential administrative support to the ministry lead.
- Manage emails, scheduling, calendar coordination, and travel reservations, for the ministry leader.
- Prepare reports, presentations, and other materials as needed.
- Maintain accurate documentation related to ministry activities.
- Maintain and manage office supplies, equipment, and other resources needed for membership functions.
- Ensure volunteer and deacon assignments are managed efficiently by assigning tasks as needed.
- Oversee logistics for meetings, training sessions, and workshops.
- Assist in the planning, execution, and follow-up of events such as Start Here, Belong, Family Meetings, etc.
- Support the church staff with event logistics and communication with members.
- Collaborate with other ministry departments to ensure seamless member involvement in activities.
- Assist with creating opportunities for member engagement and participation.
- Identify members who may need additional support, including visitation, prayer, or other pastoral services.
- Work with church leadership to integrate members into small groups, volunteer teams, or other church ministries
- Respond to membership-related inquiries and emails.

Education and Experience

- Associate or Bachelor's degree preferred.
- Experience with data entry, reporting, and database organization.
- Minimum (3) years of experience in administrative support and event planning experience.
- Microsoft Office Suite proficiency, Touchpoint, eSpace and the Internet are required.

Markers of an Ideal Candidate:

- Transparency, confidentiality, and professionalism.
- Team-oriented mindset with strong interpersonal skills.
- Self-motivated and takes initiative.
- Flexibility and adaptability, particularly during busy event periods.
- Commitment to Fellowship's mission and core staff values.