Welcome Coordinator

Middleton Community United Church of Christ
Middletonucc.org - 645 Schewe Road, Middleton WI

Position: Welcome Coordinator
Staff Connection: Associate Pastor for Faith & Community Formation
Directly Leads: Sunday Morning Volunteers & Volunteer Schedulers
Status: "Volunteer Staff"
Time Commitment: Approximately 2-5 hours/week

Job Summary
Purpose: The Welcome Coordinator ensures every worship visitor experiences a warm welcome and generous invitations into deeper engagement at MCC.

Essential Functions

Sunday Morning Welcome:
- Have a consistent presence at the MCC Host Desk on Sunday Mornings *(Note: the Welcome Coordinator does not need to be at the desk every week, but should be known and recognized by the regular volunteers there)*
- Regularly recruit and train ushers, greeters, and host desk volunteers, with significant help from the staff and Ministry Council.
- Communicate needs and expectations of volunteers to Volunteer Schedulers *(Note: the Welcome Coordinator is not necessarily responsible for the scheduling of all volunteers. There are several schedulers who already do this work faithfully!)*
- Maintain and update all instruction documents for Sunday Morning Volunteers, including: greeters, ushers, host desk volunteers
- Keep host desk stocked and organized

Visitor Follow Up:
- Enter attendance/visitor info into Realm on a weekly basis
- Send welcome emails or cards to worship visitors
- Create/request name tags for repeat visitors
- Keep a running list of regular visitors to be invited into deeper engagement at MCC.

Welcome Coordinator

Other Responsibilities
- "Staff" the Membership Ministry Team, by attending occasional meetings when needed and connecting them with necessary resources.
- When they arise, communicate Visitor and New Member needs with Pastoral Staff and Care Team
- Submit a brief annual report to the congregation reflecting on the Welcome Ministries at MCC

Minimum Qualifications
- Active member of the Middleton Community UCC community
- Able to navigate Realm Connect software (with adequate training and support!)

Core Competencies
- **Friendly, warm and welcoming presence**
- **Skilled at remembering names and faces and connecting with visitors**
- **Outgoing and interested in meeting new people**