



Lake Avenue Church Job Description

TITLE AND TEAM		
Date Created	Title	Supervisor
4/01/2026	Experience Coordinator	Operations & Experience Manager
Pay Rate	Team	Previous Employee (if applicable)
\$28.85 per hour	Operations	
Employment Type		Weekly Hours
<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Part Time Program <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Special Term (<i>enter length of time</i>) _____		40

CALLING
<p>At Lake Ave, working here is more than a job; it is a calling to serve based on Ephesians 4:11-13, <i>to equip Gods people to do his work and build up the church, the body of Christ.</i> We share these commitments:</p> <ul style="list-style-type: none"> • We call Lake Ave our church home and worship together with the congregation at large. • We exist to love God, love people, and make disciples. • We partner and collaborate with lay leaders at every level of staff leadership: we work together. • We believe excellence honors God and serves people. • We steward creativity, resources, and influence with humility and accountability. • We are committed to spiritual formation, relational health and cultural humility.

<p>Why this role exists at Lake Avenue Church</p> <p>The Experience Coordinator is called to support the mission of Lake Avenue Church to love God, love people, and make disciples by ensuring that every gathering is not only well-run, but also safe, accessible, and thoughtfully prepared.</p> <p>This role exists to partner closely with the Operations & Experience Manager, forming a unified event leadership team that supports Sunday morning services, Wednesday night service experiences, quarterly leader gatherings, and seasonal church-wide events with all aspects of experiences and operations. Together, this team stewards both the people-facing experience and the behind-the-scenes systems that allow ministry to flourish.</p>

COMPETENCY	
<p>Primary Duties: <i>Summarize the main responsibilities and assign the percentage of time spent on the task. It is understood that other tasks may be assigned at any time.</i></p>	<p>% (total = 100%)</p>
<p>What this role is responsible for stewarding well:</p>	

<p>Service & Event Experience Support</p> <ul style="list-style-type: none"> • This role will provide on-site operational support for Sunday morning services and Wednesday night gatherings, with a focus on flow, hospitality, and facility coordination. • Along with the pastoral and director teams and the operations and experience manager, organize and coordinate volunteers to optimize the best experience for service attendees. • Coordinate event space requests in Event Management System (EMS), and print out schedules for security and custodial teams weekly. • Participate in all-staff efforts for major services and church events (like Easter, VBS, Christmas, etc.), including the weeks leading up to them. • Support gatherings (weekly, quarterly, seasonally) with a highly detailed and thoughtful approach to all aspects of the logistics, including catering, crowd flow and managements, facility use, parking, etc. • Manage and maintain event supplies inventory and storage spaces, balancing ministry needs and being fiscally responsible. • Work in close coordination with the Operations & Experience Manager to align logistics, schedules, and team communication. • Attend planning meetings, walkthroughs, and rehearsals as needed to ensure operational and safety considerations are integrated early. 	<p>40</p>
<p>Operations and Guest Services</p> <ul style="list-style-type: none"> • Serve as the first point of contact for the church during core hours, creating a welcoming experience and responding to inquiries by phone, email, or in-person. • Sort deliveries and mail to appropriate staff and departments; assisting with mailings as needed. • Ensure a clean workspace of the shared front office area, including the coffee and kitchenette area. • Provide another set of eyes to security cameras while on campus, contacting security as needed. • Support operations projects and tasks as needed with excellent administration and coordination. 	<p>40</p>
<p>Facility Readiness & Environment Setup</p> <ul style="list-style-type: none"> • Coordinate facility preparation, including signage and setup, for worship services, leadership gatherings, training events, and seasonal celebrations • Ensure rooms, outdoor spaces, and support areas are clean, accessible, properly equipped, and ministry-ready. Partner with security, custodial, maintenance, and setup teams to ensure consistent standards of readiness. 	<p>20</p>

Experience: What specific work or ministry experience is expected?

- Experience in events, administration, operations, facilities coordination, or similar logistical roles
- Strong organizational and situational awareness skills
- Ability to lead volunteers with clarity and encouragement
- Comfortable with working across departments and adapting in dynamic environments

Education: What education or certification is desirable?

- College degree in related field desired

Skills and Abilities: What additional skills are critical for the position?

- High level of computer and technology literacy. Very comfortable using technology and quick learning of new systems and processes
- Problem solving and initiative. Takes initiative and figures out multiple solutions to a wide range of scenarios.

Decision Making: Does this position independently make high level decisions, or will he/she implement the decisions made by others?

- This role will implement the decisions as directed by the Operations & Experience Manager

Physical Demands: What is physically REQUIRED to perform the daily tasks of the position?

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| <input checked="" type="checkbox"/> Push/Pull | <input checked="" type="checkbox"/> Writing | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Walking | <input checked="" type="checkbox"/> Hearing | <input checked="" type="checkbox"/> Talking | <input checked="" type="checkbox"/> Bending |
| <input checked="" type="checkbox"/> Squatting | <input type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Driving | <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Vision | <input checked="" type="checkbox"/> Hand Movement |
| <input checked="" type="checkbox"/> Lifting - <u>20 lbs.</u> | | <input checked="" type="checkbox"/> Eye/Hand Coordination | | | | |

- On-site position Hybrid – if Hybrid, 20-40% (remote) 60-80% (on-site)

CHEMISTRY

Interactions: Who does this position interact with (i.e., other teams, other churches, the community, children, parents, vendors) and how frequently (daily, weekly, occasionally)? Does this position work independently or as part of a collaborative team?

How this role shows up relationally

- Operates as a true team partner, practicing trust, communication, and shared ownership with the Operations & Experience Manager
- Builds strong working relationships with volunteers, facilities staff, ministry leaders, and vendors.
- Maintains calm, steady leadership in fast-moving or high-pressure environments.
- Communicates with clarity, respect and care especially when safety decisions are required.
- Strong collaboration with members of the Operations Department.

CHARACTER

All staff members at Lake Avenue Church are expected to demonstrate spiritual maturity appropriate to their role, active participation in the life of the church, and alignment with the church's Statement of Faith and cultural commitments.

The Experience Coordinator models:

- A servant-hearted posture toward guests, volunteers, and staff

- Integrity, humility, and responsibility in stewarding people’s safety and trust
- Emotional maturity and collaborative leadership
- Spiritual alignment with Lake Avenue Church’s Statement of Faith and commitment to discipleship
- A growing dependence on Christ, expressed through prayer, discernment, and love for others

This position description is intended to describe the general nature and level of work performed and is not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

POSITION DESCRIPTION -- APPROVAL			
POSITION	NAME	SIGNATURE	DATE
SENIOR PASTOR	MATHEW P. JOHN		
EXECUTIVE DIRECTOR OF CHURCH OPERATIONS	TIFFANY REYNOSO		

POSITION DESCRIPTION -- NOTIFICATION			
POSITION	NAME	SIGNATURE	DATE
PEOPLE OPERATIONS MANAGER	STEVEN ESCOBOSA		

POSITION DESCRIPTION -- AFFIRMATION		
<i>BY GOD’S GRACE AND ENABLEMENT, I AM COMMITTED TO FULFILLING THE RESPONSIBILITIES OF THIS POSITION DESCRIPTION WITH WHOLEHEARTED EFFORT AND EXCELLENCE.</i>		
NAME	SIGNATURE	DATE