

New York Annual Conference

Position Description

Job Title: Program Coordinator/Conference Concierge

Department/Area: Connectional Ministries

Reports to: Director of Connectional Ministries

Classification: Regular Full-time (non-exempt)

Summary: The Program Coordinator and Conference Concierge will support the administrative and programming work of the Director of Connectional Ministries, the Missions and Disaster Response Coordinator and the Director of Leadership Development and Intercultural Competency and offer concierge services to the public.

Principal Duties or Tasks:

- Collaborate with the Director of Connectional Ministries (DCM), Missions and Disaster Response Coordinator (MCDR), and Director of Leadership Development and Intercultural Competency (LDIC) to develop programming specifically for laity and clergy in the areas of:
 - Spiritual Formation
 - Intentional and Accountable Discipleship
 - Leadership Excellence and Empowering Lay Leadership
- Provide administrative and programming support for events, meetings and trainings by serving as in-office liaison for all events and training opportunities by: authoring short, descriptive content on upcoming events; adding new opportunities to the NYAC online calendar; creating and monitoring registration forms, setting up ZOOM platform for meetings/webinars, emailing invites, registration forms, feedback forms, and other associated materials.

Events include but are not limited to:

 - District Conferences
 - Annual Conference planning and preparation
 - Bishop's Convocation
 - Trainings and special events
- Oversee and provide information/hospitality at the Conference Center
 - Professionally meet and greet the public as they visit, email or call the Conference Center, Responsibilities include maintaining clean and uncluttered public spaces, purchasing supplies, scheduling meetings, etc.
- Coordinate with DCM, MCDR and LDIC to create and implement an effective system of support and accountability for those receiving funding from these offices
- Organize and prepare a variety of documents and correspondence required for the operation of the Office of Connectional Ministries, Mission and Disaster Response Office and the Office of Leadership Development and Intercultural Competency.
- Prepare monthly Connectional Ministries Digital Events Newsletter by gathering information, editing, and distributing, and responding appropriately to requests for information; send to Director of Communications for final approval.

Qualifications / Experience:

- A strong presence of hospitality on the phone and in person, cordial language, and an ability to make people feel at home and welcome
- Strong proficiency with MS Office (Word, Excel, PowerPoint, Outlook, Publisher)
- Skill in using office PC software tools and peripheral hardware devices
- Strong written and verbal communication skills
- Ability to collaborate with management and staff as well as external customers and members of the faith community
- Proven problem-solving ability exhibits a willingness to engage with others
- Attention to detail and an eye for excellence

- Ability to meet tight deadlines, effectively manage and prioritize tasks.
- A willingness to engage with new information, training, and resources as needed.
- Ability to organize and manage multiple priorities and projects
- Ability to build, maintain and develop relationships with clergy, lay members and co-workers
- Acceptance of and ability to communicate with people of all cultures, genders and ages
- Awareness of antiracism principles
- Ability and willingness to travel within the conference boundaries as needed
- Ability to discern when privacy is required and capacity to act with discretion, maintaining appropriate confidentiality dealing with management, personnel and sensitive issues
- Understanding of the mission and values of the United Methodist Church
- Experience in organizing meetings and events, preparation of materials, organization of registration materials and local arrangements.

Academic background/Certifications:

- High School or equivalency diploma required; college degree preferred
- Five years of Administrative or Customer Service experience