

ROLE SUMMARY

The **Events, Reception and Communication Coordinator** provides full-time administrative and operational support for Western Ontario District (WOD) events, office reception, and district communications.

The coordinator helps ensure that WOD events are well planned, properly administered, and delivered with excellence. The position also serves as a welcoming and professional first point of contact for credential holders, church leaders, guests, vendors, ministry partners, and members of the public who connect with the District Resource Centre.

In addition, the coordinator supports the timely and strategic communication of district information through email, social media, event platforms, websites, and other communication channels.

The successful candidate will be highly organized, relational, service-oriented, and able to manage multiple responsibilities in a changing ministry environment. The individual will demonstrate discretion, sound judgment, attention to detail, initiative, and a commitment to the mission of the Western Ontario District: **Healthy Leaders. Healthy Churches.**

PRIMARY RESPONSIBILITIES

A. Event Administration and Coordination

1. District Event Planning

Provide administrative and logistical support for WOD events in cooperation with district directors, ministry leaders, and their administrative support personnel.

- Maintain event timelines, planning documents, task lists, deadlines, registration information, and required follow-up.
- Support directors in moving event plans from concept to implementation by coordinating details with staff, speakers, venues, vendors, and ministry partners.
- Schedule planning meetings, track action items, assign responsibilities, and provide regular administrative updates to event directors.
- Coordinate on-site event operations, including registration, volunteer teams, meals, supplies, errands, signage, and other logistical needs.
- Provide hands-on event support, including setup, on-site administration, troubleshooting, and tear-down.
- Maintain organized and accurate event files and records.

2. Venue and Supplier Coordination

Support the booking and administration of venues, accommodations, supplies, equipment, rentals, catering, and other event requirements.

- Research venues and service providers, obtain quotes, compare options, and coordinate approvals.
- Coordinate event logistics, including reservations, contracts, deposits, room setups, audiovisual requirements, catering, rentals, attendance numbers, signage, and vendor requirements.

- Maintain event records and documentation, coordinate invoice processing, and monitor expenses against approved budgets.

3. Major District Events

Provide backend administrative and logistical support for major WOD gatherings, which may include the Annual General Meeting, Ministers Gathering, retreats, conferences, leadership gatherings, and other District-Wide events.

4. In-House Events and Meetings

Provide administrative and hospitality support for events and meetings hosted at the District Office or another WOD location. Assist with cleanup and restoration of meeting spaces following events.

B. Reception and Office Support

1. Reception and Hospitality

- Serve as a welcoming, professional, and helpful first point of contact for the Western Ontario District Resource Centre.
- Welcome visitors, guests, pastors, leaders, and ministry partners with professionalism and appropriate hospitality.
- Answer and direct incoming calls, voicemail, and general inquiries to the appropriate staff member or department.
- Maintain an orderly, welcoming reception area and awareness of scheduled meetings, visitors, and staff availability.
- Handle sensitive, difficult, or unexpected interactions calmly, respectfully, and professionally.
- Support district churches and leaders through prayer, care, and pastoral phone calls.

2. General Email and Correspondence

- Acknowledge incoming correspondence when appropriate.
- Forward inquiries to the correct staff member or department.
- Ensure messages requiring follow-up are not overlooked.
- Maintain professional, consistent and welcoming language in district correspondence.

3. Mail, Courier, and Deliveries

4. General Office Administration

C. Communications Support

1. Social Media Administration Assistance

Assist with the preparation and posting of approved social media content for WOD ministries, events, and initiatives.

2. Strategic District Communications

Work with directors to help communicate clearly, consistently, and strategically with credential holders, church leaders, churches, and ministry partners.

3. Brand and Message Consistency

- Apply WOD branding standards to routine communications and event materials.
- Use approved logos, templates, fonts, terminology, and ministry descriptions.
- Help ensure communications are relational, clear, encouraging, professional and action oriented.
- Reflect WOD's commitment to serving and resourcing churches and leaders.
- Confirm that public communications have received the necessary approval before publication.
- Identify outdated, unclear, or conflicting information and bring it to the attention of the appropriate director.

QUALIFICATIONS**Education and Experience**

- Post-secondary education in administration, events, communications, business, ministry, or a related field is preferred.
- Relevant experience in administration, event coordination, reception, communications, ministry/non-profit settings, or related fields is an asset.
- Experience working with event registration systems, databases, social media platforms, website content management systems, or other administrative technology is an asset.

Skills and Technical Competencies

- Strong organizational, administrative, communication, and interpersonal skills.
- Excellent attention to detail, accuracy, confidentiality, and professional judgment.
- Ability to manage multiple priorities, meet deadlines, take initiative, and follow tasks through to completion.
- Strong written and verbal communication skills.
- A collaborative, service-oriented approach with the ability to remain calm and professional in demanding or changing situations.
- Basic understanding of budgets, quotes, invoices, expense tracking, and event administration.
- Proficiency in Microsoft Office and the ability to learn and effectively use event registration, email marketing, social media, Canva, website, database, cloud storage, and virtual meeting platforms.