



## Youth Leader Experience Coordinator Part Time

**Purpose:** To serve on the front lines of the youth leader experience by helping with event registration and customer support.

**Missional Alignment:** This teammate will serve church leaders by providing them with exceptional guest-facing service and problem-solving. They will be responsible for initiating the first step of creating a personal and delightful CIY event experience.

**Reports to:** Church Relations Manager

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### Roles

1. Serve as the first impression when a youth leader calls, emails, or begins an online chat with CIY.
2. Solve problems and create a "first class" pre-event experience for church leaders and partners.
3. Be well-versed in latest event policies and statistics and be able to assist with youth leaders who have questions about the registration process.
4. Assist the Church Relations Manager on various retention projects, manage the details of various lists and tracking procedures.
5. Be prepared to assist with various inbound and outbound communication tasks when appropriate.
6. Welcome guests into the office building with a flair for detail and hospitality.
7. Be an asset to the Story Longitude, looking for ways to improve efficiency and productivity.

### Time

1. 10-20 hours/week, Joplin-based.
2. Must be able to attend weekly team meetings.
3. Fixed office hours to be determined upon employment based on availability.
4. Must be available to work during the summer.

### Qualifications

1. Must be committed to the mission of Christ In Youth.
2. Must be proactive person who works best while collaborating under pressure.
3. Must possess a people-first mentality and ability to remain calm under pressure.
4. Experience in working in an office setting is preferred but not required.
5. Exceptional organizational skills is required.
6. Bi-lingual preferred but not required.
7. Should approach every day with a "Yes, And" mentality.
8. Ability to act quickly yet listen well.
9. Proficient with Office suite.
10. Must live in submission to CIY's Culture Statement (see Cultural Expectations).

### Cultural Expectations

At CIY, we uphold the following attitudes under the banner of Servant Leadership Theory. These attitudes are our guiding principles, and we are passionate about living them out in our work.

1. **Live by the Spirit** - Galatians 5:22-27; Philippians 2:1-5; 1 Corinthians 2:3-5
2. **See the Imago Dei** - Genesis 1:26-27; Romans 8:29; Ephesians 4:22-24
3. **Own our Outcomes** - Colossians 3:23-24; Galatians 6:4-5; 1 Thessalonians 4:11-12; Ephesians 4:2-3
4. **Collaborate with Purpose** - Ecclesiastes 4:9-10; 1 Corinthians 12:14-21; Romans 12:4-5; Proverbs 15:2
5. **Play it Forward** - Proverbs 17:22; Ecclesiastes 3:12-13; Psalm 126:2; Romans 12:11; Philippians 4:4

These five attitudes are our foundational values, and we are committed to upholding them in all that we do. At CIY, we are proud to work in an organization that embodies these attitudes, and we invite all our staff to sign this document and join us in this pursuit of excellence.