CROSSROADS CHURCH | JOB DESCRIPTION

Position Title:	Human Resources Coordinator
Department:	Finance & Operations
Reports to:	Executive Pastor of Finance & Operations
Oversees:	Job Postings & Talent Acquisition, Interview Coordination, Background Check Administration, Talent HR Implementation
Hours:	Part Time; 25 hours

Position Summary:
The Human Resources Coordinator supports the mission and ministry of Crossroads Church by creating an excellent, organized, and people-centered experience throughout the hiring process. This role serves as a key administrative partner to ministry leaders and the Finance & Operations team, ensuring that job postings, candidate communication, interviews, and background checks are handled with excellence, consistency, and care.

The ideal candidate is highly organized, relationally strong, detail-oriented, proactive, and able to manage multiple hiring processes while maintaining a high level of confidentiality and professionalism.

As a member of the Crossroads team, this individual is expected to:
- Demonstrate a growing relationship with Jesus Christ and a commitment to following Him.
- Support the mission, vision, values, and theological convictions of Crossroads Church.
- Model integrity, humility, servant leadership, and excellence.
- Contribute positively to the spiritual and relational health of the Crossroads team.
- Understand that HR is a ministry of care and stewardship, not simply an administrative function.

Success in this position will be measured by:
- Candidates experiencing a clear, timely, and welcoming hiring process.
- Ministry leaders receiving excellent support throughout recruitment and interviews.
- Job postings and candidate records remaining accurate and up to date.
- Background checks being completed consistently, securely, and on time.
- HR processes becoming increasingly organized, consistent, and scalable.
- Crossroads being prepared for a successful TalentHR implementation in 2027.
- Ministry leaders gaining confidence and clarity in navigating the hiring process.
- The right people being identified and placed in roles where they can thrive and contribute to the mission of Crossroads.

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Key Responsibilities:

Job Postings & Talent Acquisition

- Partner with the Executive Pastor of Finance & Operations and Department Leaders to ensure job descriptions accurately communicate the responsibilities, qualifications, and mission of each position.
- Create, maintain, and update job postings across appropriate internal and external platforms.
- Review applications and resumes to identify candidates who meet the basic qualifications and align with the needs of the position.
- Assist with candidate communication throughout the hiring process, ensuring applicants receive timely, professional, and welcoming communication.
- Maintain accurate candidate records and hiring documentation.
- Help develop and maintain consistent job posting and talent acquisition processes across Crossroads.
- Help identify opportunities to improve Crossroads' talent acquisition strategies and candidate experience.
- Represent Crossroads in a way that reflects the church's mission, values, and culture throughout the recruitment process.

Interview Coordination

- Coordinate & conduct initial interviews with candidates who meet the basic qualifications and align with the needs of the position.
- Coordinate interviews between candidates and hiring teams, managing schedules and logistics with efficiency.
- Communicate interview details, expectations, and next steps to candidates and interview teams.
- Prepare interview materials and ensure hiring managers have the information needed for successful interviews.
- Maintain consistent interview processes and documentation across departments.
- Follow up with candidates and hiring managers after interviews to ensure timely movement through the hiring process.
- Help create an exceptional candidate experience from initial application through final decision.
- Track candidate progress and communicate status updates to appropriate leaders.

Background Check Administration

- Coordinate background checks for prospective employees and other individuals as required by Crossroads' policies.
- Ensure background checks are initiated, completed, documented, and maintained in a timely and confidential manner.
- Communicate with candidates regarding required background check steps and documentation.
- Monitor outstanding background checks and follow up as needed.
- Maintain accurate records while protecting sensitive candidate information.
- Partner with appropriate leaders when background check results require additional review.
- Ensure processes remain consistent with Crossroads policies and applicable requirements.

Talent HR Implementation (2027)

- Facilitate the onboarding of new hires within TalentHR by entering, verifying, and maintaining accurate employee information and records. (Current)
- Participate in system testing, workflow development, and process documentation.
- Help establish consistent workflows for recruiting, onboarding, employee records, and other HR processes within TalentHR.
- Assist with training ministry leaders and staff on applicable TalentHR processes and expectations.
- Help develop resources, guides, and documentation to support a smooth transition.
- Provide ongoing administrative support following implementation and help identify opportunities to maximize the system's effectiveness.

Administrative & Operational Support

- Maintain accurate and organized HR records and documentation.
- Protect confidential employee and candidate information with a high level of discretion.
- Track hiring activity, candidate progress, and other relevant HR metrics.
- Assist with developing and maintaining HR policies, procedures, forms, and resources.
- Identify opportunities to simplify, standardize, and improve HR processes.
- Provide administrative support for additional HR initiatives as needed.
- Collaborate with ministry leaders, department directors, and other staff to support healthy and effective hiring practices.

Ministry & Culture

- Understand and actively support the mission, vision, and values of Crossroads Church.
- Approach every candidate and employee interaction with hospitality, respect, professionalism, and care.
- Help ensure that hiring practices reflect the culture and values of Crossroads.
- Serve ministry leaders by making the hiring process clear, efficient, and easy to navigate.
- Maintain a posture of confidentiality, integrity, and servant leadership.
- Contribute to a healthy workplace culture by helping Crossroads place the right people in the right roles.

Qualifications & Skills

- A growing personal relationship with Jesus Christ and alignment with the mission and values of Crossroads Church.
- Active membership and faithful attendance at Crossroads Church.
- Previous experience in Human Resources, recruiting, administration, talent acquisition, or a related field preferred.
- Strong organizational and administrative skills with exceptional attention to detail.
- Excellent written and verbal communication skills.
- Ability to manage multiple candidates, interviews, and deadlines simultaneously.
- Strong interpersonal skills and the ability to work effectively with ministry leaders, staff, and candidates.
- Ability to handle confidential and sensitive information with discretion.
- Proficiency with Google Workspace and willingness to learn new HR technology.
- Strong problem-solving skills and a proactive approach to improving processes.
- Experience in a church, nonprofit, or ministry environment is a plus.