



Last updated: June 2025

Production Director Position Description

Crossroads is a contemporary church of approximately 3,000+. We are experiencing a season of growth and development as we have launched an initiative to start new campuses throughout our region. In the Fall of 2018, Crossroads was listed by Outreach Magazine as the 31st fastest growing church in America. Crossroads is located in Mansfield, Ohio, a city of 50,000 people in a region of 225,000. The Mansfield area is conveniently located on two major highways, and sits between two major cities, Columbus and Cleveland. There are many family-friendly attractions in the area, and many outdoor activities year-round. For more information on all that the area has to offer visit <http://www.mansfieldtourism.com>.

The mission of Crossroads Community Church is to “Lead People to the Truth that Transforms Lives in North Central Ohio and Around the World.” Crossroads strives to accomplish this mission through three distinct core values: 1. Know Christ 2. Grow Together 3. Go Boldly. Crossroads is a dynamic church with people eager for the effective work of God’s Word to transform them. We want to continue to grow in our use of cutting-edge worship technologies as well as our information technology capabilities and are looking for a Production Director to help lead in these vital areas.

The Production Director will lead, align and grow assigned staff and departments to fulfill the mission of Crossroads and support our core values. Specifically, this role oversees assigned Production areas, IT partners, and technical teams in the development and maintenance of our AVL systems, IT systems and infrastructure and other uses of technologies. The Production Director will champion Crossroads DNA by dynamically and effectively supporting the vision for the church-wide approach to technology that will maximize the effectiveness of the weekend experience by providing excellent audiovisual elements and effective IT systems to best help our leaders connect the hearts of people to the person of Christ.

This position requires a strong and proven visionary leader with excellent organizational skills, who is passionate about leading leaders and building high-capacity teams. This candidate should be one who thrives in a fast-paced environment, who is creative and on the cutting edge of artistic technology and innovation. Experience with multi-site churches and video broadcast delivery is ideal. For this role, you will need a heart for technical excellence as well as for leadership and team development. The Production Director is responsible for providing management and oversight for the tech at the assigned Campus(es). Reporting directly to the Central Tech Director, this position works with pastors, staff and volunteers to make sure our weekend services and special events are excellent and impactful.

This is a full-time, FLSA exempt position. This position involves working some hours on Saturday and Sunday; a mutually agreed upon day off during the week will be provided (our team usually works Sun-Thurs). This leader should lead the assigned Production team to serve as a Gospel-minded force of hospitable excellence and creativity.



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Production Director | Job Description

POSITION: Production Director

REPORTS TO: Central Tech Director

HOURS: Full-Time

POSITION SUMMARY:

Responsible for

- 1) Facilitating the use of excellent, dynamic, and innovative technologies to support Crossroads worship gatherings and special events.
- 2) Providing technical and leadership support in collaboration with the Central Tech Director for tech and production team members.
- 3) Assisting with Technology / IT resources and strategies across all Crossroads campuses.

KEY RESPONSIBILITIES:

- Lead and support weekend production teams, including staff, leaders, volunteers, and interns, fostering a culture of excellence, empowerment, and positivity.
- Collaborate with the Central Tech Director to guide team well-being, develop dynamic audiovisual content, and contribute to worship planning and special events.
- Oversee and maintain technology systems across ministry areas, including IT infrastructure, production equipment, and network systems.
- Implement and manage systems for equipment purchasing inventory, maintenance, and ongoing tech support and training at the campus level.
- Actively engage in church life and production culture, modeling high standards for workspace organization and contributing to the growth of the production environment.
- All other duties as assigned.

WEEKEND SERVICES

- Implement systems for Production Arts recruitment and onboarding at all campuses.
- Secure that Production Art teams are in place for assigned campus and that substitute team members are scheduled as needed.
- Ensure that all production elements are in place and volunteers are fully engaged and communicated with.
- Assist the team in coordinating service elements on a technical level & brainstorming creative idea.
- Collaborate with the Central Tech Director to produce high-capacity team members and high excellence in all the production aspects of the weekend experience.
- Be present at rehearsals to coach/train volunteers.
- Assist with the creation of set designs across all campuses and provide volunteers and technical support.
- Recruit and Build teams for Production areas

EQUIPMENT MAINTENANCE

- Establish and maintain processes for use of equipment and software.
- Provide/Manage video and technical system maintenance/upgrades for your campus and all meeting space venues (campus auditoriums, classrooms, kid's rooms, etc.).
- Maintain an equipment repair log and inventory.
- Assist with changes to video/streaming innovations and future implementation.
- Consistently look for updates on software and hardware.
- Provide leadership for installation of tech at your campus, and all Crossroads campuses as needed.



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IT

Assist Central Tech Director to:

- Lead and manage IT operations and infrastructure across all campuses, including systems, networks, security, disaster recovery, and business continuity planning.
- Collaborate with leadership and departments to align IT strategies with organizational needs, oversee technical projects, and support production and communication systems.
- Ensure effective use of business systems (e.g., Google Workspace), enforce security protocols, manage vendor relationships, and support telecommunications and document management systems.

OTHER

- Meet regularly with Central Tech Director for oversight, discipleship, and leadership development.
- Attend staff meetings, service programming, creative meetings and others as determined by Global Production Director.
- Provide volunteers and technical support for meetings and events (*i.e. classes, funerals, weddings, conferences, concerts, etc.*) and coordinate assistance for video production of special events, as needed.
- All other duties as assigned.

PERSONAL PROFILE

- Self-starter with the ability to prioritize projects and able to utilize creative problem-solving skills.
- Mobilizer and multiplier. Not only attracts followers but can turn them into teams of leaders.
- Aesthetic Eye. Able to add beauty and dynamic expression to our technical production elements.
- Teachable leader who diligently grows craft, knowledge and leadership, as well help others to grow and develop.
- A refiner. Actively pursues growth in character, chemistry (team) and competence (expertise in technical role).
- Not a lone ranger maverick, but someone who enjoys creating teamwork and community.
- Passionate vision for implementing technology to enhance Crossroad's existing ministries.
- Remains calm and works well under pressure.
- Someone who serves with a positive attitude and a 'can-do' spirit.
- Humble and servant-hearted listener. Enthusiastic about improvement.
- Innovative, progressive and future-minded.
- Strong Communicator able to teach and maintain systems/processes.
- Passionate about the seamless execution of details.

QUALIFICATIONS:

- Have an intimate and growing personal relationship with Jesus Christ.
- Be fully committed to living a godly life both in public and private. A person of character and demonstrated lifestyle of integrity consistent with Biblical principles (1 Tim. 3:1-7).
- Be fully committed to his/her family by lovingly leading his/her spouse and children in life and ministry.
- Be willing to join the family of Crossroads Community Church as a member.
- Agree with overall ministry philosophy and direction of Crossroads. Demonstrate enthusiasm for the mission and vision of Crossroads and actively engage in church and personal efforts to live out and further them.
- Be committed to the ministry of Crossroads Community Church and see his/her role as one of shepherding and guiding Crossroads tech team members to be fully devoted followers of Jesus Christ.
- Sees himself/herself as leader of leaders as well as a team player who is willing to work within the boundaries of the pastoral staff, elder board, and leaders in the ministry.
- A team player able to serve collaboratively with multiple leaders.
- An adventurous spirit, willing to take appropriate risks.
- A desire to remain current and up to date on fresh, exciting technologies as they become available.
- A multi-faceted knowledge of Information Technology systems and infrastructure.
- A multi-faceted knowledge of media and the latest technology in worship, including lighting, digital audio consoles, com systems, multi-tracks, in-ear systems, soundscapes, planning center, livestream technology, video projection, signal flow, etc.
- Able to learn and master new technology quickly and thoroughly.
- Excellent written and verbal communication skills required.
- Must be able to lift and/or move at least 35lbs. and stand for long stretches of time.
- 4+ years of technical and or production experience, preferably at a church of 1,000 or more.
- Bachelor's degree in related field is a plus.



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PREFERRED PROFESSIONAL KNOWLEDGE AND EXPERIENCE:

Production Arts

- Canon cameras, PTZ robotic cameras, Panasonic broadcast cameras
- Professional audio consoles & systems (i.e. Allen & Heath)
- Dante
- Jands lighting consoles and Vista
- Professional production-style video switchers and Blackmagic interfaces
- Various professional intelligent and conventional lighting fixtures and hazers
- Professional audio processors, hearing assist systems, amplifiers, loudspeakers, wireless systems and RF coordination.
- 70V distributed audio
- Component level troubleshooting and repair for electronic equipment
- Clear-Com Intercom systems
- Multitrack systems
- ProPresenter and other Renewed Vision products
- Resi
- Planning Center Online
- Apple hardware and networking
- Experience with non-linear editing software and DAWs
- Experience with both DSLR and ENG-style cameras
- Adobe Creative Suite

Information Technology

- iOS workstations
- Proficiency in Mac OS X
- Google Workspace
- Printing systems
- Network setup and topology
- Cybersecurity
- IT security & storage systems
- DHCP
- DNS
- Backup and Restore methodologies