



CROSSROADS CHURCH | JOB DESCRIPTION

Position Title:	Human Resources Coordinator
Department:	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 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 Operations Pastor 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.



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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.



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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.