Staff Role Description

# Project Manager

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| Ministry: | Central |
| Reports To: | Director of Marketing and Communications |
| Average Hours Per Week: | Full-time, 40+ hours/week |
| Role Type: | Exempt |
| Last Revision Date: | November 2026 |

## Role Overview

The Project Manager for Communications helps move the mission of The Chapel forward by managing the flow of creative and communications projects across campuses, ministries, and churchwide initiatives. This role serves as a key point of connection between ministry stakeholders and the Communications team, helping clarify project goals, define timelines, coordinate deliverables, and ensure that communication efforts are completed with excellence, consistency, and care.

The Project Manager is responsible for receiving, organizing, and managing communications requests ranging from small event promotions to large-scale churchwide campaigns. This person will help maintain healthy processes, clear expectations, and best practices for internal and external communication at The Chapel. They will work closely with the Director of Communications, creative team members, campus and ministry leaders, and staff across the organization to ensure projects are aligned, timely, and consistent with The Chapel's voice, brand, and mission.

## Primary Responsibilities

Project Management

- Manage the intake, organization, prioritization, and follow-through of communications and creative requests from campuses and ministries.
- Create and maintain project timelines, milestones, assignments, and deadlines for communications projects.
- Coordinate multiple projects at one time, ranging from simple promotional requests to complex, multi-channel campaigns.
- Clarify project scope, audience, goals, deliverables, deadlines, and approval paths with ministry stakeholders.
- Keep projects moving by communicating next steps, due dates, missing information, and changes to all necessary parties.

## Project Manager

- Help ensure that projects are completed on time, within agreed-upon scope, and with appropriate creative excellence.
- Identify potential timeline conflicts, resource constraints, or gaps in project clarity and elevate them to the Director of Communications when needed.
- Maintain project management systems, request forms, calendars, trackers, and internal workflows for the Communications team.

Stakeholder Communication

- Meet with ministry and campus staff to understand project needs and help translate those needs into clear communications plans.
- Serve as a helpful and organized liaison between requesters and the Communications team.
- Communicate broadly and one-on-one with staff regarding timelines, expectations, best practices, approvals, and deliverables.
- Help ministry leaders understand what is needed for successful promotion, including lead times, audience clarity, asset needs, and communication channels.
- Provide clear updates to stakeholders throughout the life of a project.
- Help navigate competing priorities with grace, clarity, and a ministry-minded posture.

Communications Coordination

- Coordinate communication plans for ministry events, campus initiatives, and churchwide projects.
- Help ensure that promotion is appropriately coordinated across channels such as web, email, social media, print, screens, app, announcements, signage, and other ministry communication platforms.
- Support the planning and execution of creative and day-of assets for events and initiatives.
- Help maintain the churchwide communications calendar in partnership with the Director of Communications.
- Ensure communications are aligned with established brand standards, messaging direction, and ministry priorities.
- Assist in organizing campaign assets, content needs, creative requests, approvals, and final delivery.

Best Practices and Process Development

- Help develop, maintain, and communicate best practices for internal and external communications at The Chapel.
- Support staff in understanding communications processes, request timelines, and promotional standards.
- Look for opportunities to improve systems, workflows, templates, and communication clarity
- Ability and interest in leveraging AI to improve processes and efficiencies
- Help protect the Communications team from unclear requests, unrealistic timelines, duplicated work, and misaligned priorities.
- Support a culture of collaboration, preparation, and excellence across The Chapel's communications efforts.
- Strong organizational and project management skills.

## Project Manager

### Key Qualities

- A committed follower of Jesus who supports the mission, vision, values, and beliefs of The Chapel.
- Excellent written and verbal communication skills.
- Ability to manage multiple projects, deadlines, and stakeholders simultaneously.
- Strong relational skills and the ability to work well with staff, ministry leaders, creatives, and campus teams.
- Ability to bring clarity to vague or developing project ideas.
- Detail-oriented, proactive, flexible, and able to follow through.
- Comfortable using project management tools, calendars, spreadsheets, and communication platforms.
- Understanding of creative production, communications channels, marketing campaigns, or church/ministry communications preferred.
- Able to maintain a positive, service-minded posture in a fast-paced environment.

### Key Competencies

- Project ownership
- Clear communication
- Organization and attention to detail
- Stakeholder management
- Problem solving
- Collaboration
- Follow-through
- Flexibility
- Ministry-minded service
- Ability to manage competing priorities

### Preferred Experience

- 2-4 years of project management, communications, marketing, ministry operations, or creative team experience.
- Experience managing creative requests, event promotion, or communications campaigns.
- Experience working in a church, nonprofit, or multi-campus environment preferred.
- Familiarity with project management platforms and digital communication tools.

### Success in This Role Looks Like

- Communications projects are organized, clear, and moving forward.
- Ministry and campus staff know what to expect and feel supported through the process.
- The Communications team has the information, timelines, and clarity needed to do excellent work.
- Churchwide promotions are coordinated and consistent across channels.
- Internal communication processes become clearer, healthier, and easier to follow.
- The Director of Communications is supported with strong project oversight and operational follow-through.

## Project Manager

| Cultural Alignment |
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The Project Manager must embody the mission, vision and values of The Chapel, as outlined below, by being a visible example and model to all those within their scope of influence.

Our **MISSION:** *To help people come alive to God! This means we:*

- Carry the Christianity of Jesus
- Pray Heaven to Earth
- Be a Force for Good
- Live as part of a Kingdom Community

Our **VISION**: *To help ignite revival in our church communities, and around the world! Revival happens whenever a group of people, anywhere, at any time, come alive to God. We do this by pursuing:*

- Widespread Spiritual Awakening (All of God)
- Revitalization of the Church (All of us)
- Transformation of Society (All of our world)

Our **VALUES**: *To be a people fully devoted to God and others. We trust God in all things, big and small. We live authentically, never pretending to be something we're not. We embrace life with joy, finding ways to have fun along the way. We do this by:*

- Living All-In: A fully committed people who come in third (God, others, self)
- Having Expectant Faith: He is who he said he is and will do what he said he will do
- Being Authentic: Honest, forthright, plain-spoken and integrity-filled
- Having Fun: Vibrant, winsome, joyful

*This role description is meant to describe the general nature and level of responsibilities being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.*