

# Jessica Claire

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**SUMMARY** • Driven leader experienced in successfully executing mission and vision for various organizations. Dedicated to building long-lasting authentic relationships with team members. Skilled at maximizing potential in others, enhancing performance and increasing efficiency.

**SKILLS** • Organizational leadership  
• Inspirational leadership  
• Leadership development  
• Crisis management  
• Coordination  
• Friendly, positive attitude  
• Team management  
• Work ethic  
• Mission-oriented  
• Communications strategy  
• Team leadership, training and development  
• Program monitoring  
• Talent management and staffing  
• Coaching and counseling  
• Public speaking  
• Organizational skills  
• MS Office  
• Computer skills  
• Working collaboratively  
• Conflict resolution  
• Reliable and trustworthy

**EXPERIENCE** **CREATIVE ARTS & PROGRAMMING DIRECTOR** 04/2017 to CURRENT

## Springdale Community Church | City, STATE

- Evaluated staff and operations and made proactive strategy adjustments to maintain alignment between performance and objectives.
- Maintained ongoing systems for development, recruitment, recognition and retention.
- Assigned tasks to team members to fit skill levels and maximize team performance.
- Established and created training programs to enhance employee knowledge of best practices.
- Trained staff and volunteers on additional positions to maintain coverage of roles at all times.
- Recruited and hired qualified candidates to fill open positions.
- Eliminated process discrepancies, implementing continuous improvements for scheduling procedures across multiple teams and environments.
- Met with each team member to establish realistic growth goals for their specific role.
- Cross-trained in multiple role to maximize operational knowledge.
- Studied existing procedures and policies to offer optimal leadership to employees and ministry operations.
- Created monthly schedules for team members (30-50) to keep every position and area well-staffed.
- Led staff meetings for team of 12-14 to communicate goals, objectives and vision.

## WORSHIP & PROGRAMMING DIRECTOR

04/2016 to 04/2017

### Grace Church | City, STATE

- Proposed and developed new programming ideas and special features to drive member engagement.
- Analyzed program effectiveness and provided feedback to modify, adapt and optimize workflows.
- Promoted community building and outreach programs by establishing relationships with members.
- Coordinated and monitored performance and quality of all programs and services.
- Collaborated with Lead Pastor to establish mission and goals.
- Supervised all volunteer teams to ensure optimal team performance.
- Coordinated, tasked and supervised staff to sustain organizational operations and champion organizational mission.
- Planned marketing campaigns to increase attendance at events and services.
- Maximized employee retention by creating positive work environment.

## CREATIVE ARTS & PROGRAMMING DIRECTOR

06/2013 to 05/2015

### Canyon Ridge Christian Church | City, STATE

- Lead and directed design and production teams for all projects, creating unique designs within required timelines.
- Led creative team meetings to share ideas and bring actionable plans to fruition.
- Managed writers, artists, designers and project managers with hands-on approach to successfully accomplish daily work and special projects.
- Developed budget and negotiated contracts and quotes to ensure projects were completed within financial constraints.
- Trained and mentored subordinates, and monitored performance in key areas.
- Set department quality standards and directed daily operations.
- Provided direction and supervision for team of art directors and designers.
- Offered leadership while liaising with independent creative agencies.
- Mentored artists on quality standards and improvements.
- Collaborated with creative design team to complete projects on tight deadlines.
- Worked alongside entire development team in energetic and creative environment.

## WORSHIP & CREATIVE ARTS DIRECTOR

04/2008 to 04/2012

### Eastside Christian Church | City, STATE

- Promoted development of technology to produce roadmap of internet based, cost effective resources.
- Expanded operations through new process development and strategic planning.
- Guided teams to success by leveraging experience through management positions.
- Maintained productive relationships and communication channels across organization.
- Led staff members to develop high-performing diverse teams and deliver on ambitious goals and objectives.
- Fostered proactive attitude and future-focused thinking among staff in fast-paced environment.
- Led organizational development changes, enabling organization to better respond and adapt to industry changes.
- Accomplished leader, skilled at maximizing employees skills and knowledge, to achieve highest performance goals.
- Increased brand awareness by integrating brand development strategies into business model.
- Developed highly effective working relationships with other departments by being positive and constructive leader.
- Hired, trained, evaluated and retained high-performing, effective, and diverse team embodying organizational culture.
- Established new workflow and employee training processes to improve operational efficiency.

**EDUCATION AND TRAINING**

Bachelor of Arts | General Studies

03/2003

Indiana University Southeast, New Albany, IN