



Calvary Chapel runs a church, a school, a retail store and restaurants. That's really complicated. HR technology alone won't solve their business challenges.

*They need an expert partner.*

## 1 THE MISSION

Calvary Chapel's mission is to make disciples by connecting people to God, connecting people to people, connecting people to outreach. Over the years, all aspects of their organization have expanded, and with success comes growing pains.

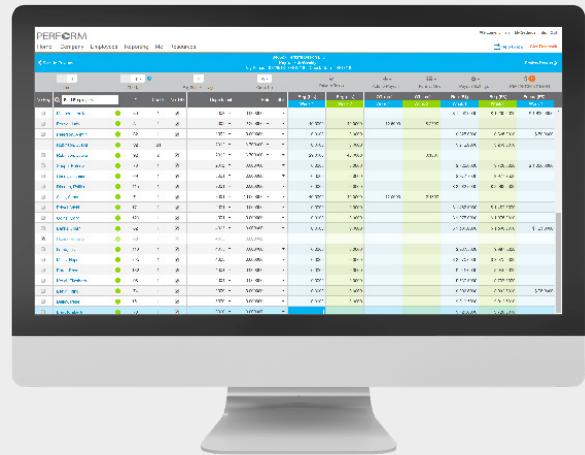
## 2 CALVARY CHAPEL + PAYCOR

Calvary Chapel is now a thriving nonprofit with a mix of nearly 1,000 full-time, part-time, and stipend employees working in a church, a school, a retail store, and not one, but three restaurants. With each new venture, Calvary Chapel's payroll has grown more complex. HR Director Jennifer Gordillo says, "We've had to become more business-minded in every way, from the tax implications of different classes of employees, to special considerations



that come with tipped servers and of course the complexities of how pastors are paid.” Calvary Chapel was a Paycor client for six years, but as they grew, they attracted the attention of other HR & payroll vendors who aggressively sought their business. “We would get salespeople contacting us all the time, on the phone, constant emails, you name it,” Jennifer says. Eventually, they decided to try another vendor. “It was the demo,” Jennifer recalls, “[the HR platform] looked good and the seller said yes to everything we asked, we were told the system could do everything. But that turned out not to be the case, at all. Once the system was up and running, we never heard from the seller again, and we literally couldn’t get support, customer service was terrible, non-existent. This was a big, name brand payroll provider, so we were shocked to learn just how bad support can be. They over-promised and under-delivered. Almost immediately, we realized we made a mistake.”

**Less than six months later, Calvary Chapel came back to Paycor.** “What we missed most was the expertise,” Jennifer says. “Our Paycor team has actual subject matter expertise. Paycor knows HR, they know benefits, and best of all, they know us, they know our business.”



## THE SOLUTIONS THAT ARE MAKING A DIFFERENCE FOR CALVARY CHAPEL:

- ATS
- Onboarding
- Perform HR
- Perform Payroll
- Time & Attendance
- Benefits Advisor
- ACA

“We tried another vendor and came running back to Paycor. No one understands our business like Paycor.”

-Jennifer Gordillo, Director of HR

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