

CONNECTIONS DIRECTOR

Spearhead the connecting of Purpose Church guests and attendees through our systems and strategies, ensuring people are connecting to Jesus and helping them live on purpose. Lead our people through knowing Jesus, choosing growth, discovering purpose, and making a difference. Lead and oversee all Next Steps and Guest Services Leaders, Teams, and processes.

Classification	Full Time (40 Hours per week)
Reports to	Operations Pastor



General Staff Attributes

- Must possess the “HEART” of a Purpose Church Leader
- Positive, fun, and enjoyable attitude
- Demonstrated commitment to personal holiness and growing in Christ
- Professional representation of the Church and the Lord in all things
- Passion for and eagerness to learn and excitement to be challenged through new experiences
- Must share the vision of Purpose Church to fulfill the Great Commission with integrity and passion
- High-capacity, self-motivated, and self-directed individual who is comfortable working independently, without constant supervision
- Demonstrate loyalty to the vision of the team and church, as evidenced in regular attendance and tithing
- Ability to work well with others, cultivate a team-building atmosphere, and nurture relationships with co-workers and Serve Team Members
- Ability to manage a calendar of events, task list, work schedules, and multiple responsibilities simultaneously
- Ability to perform job requirements in a high-energy and fast-paced environment
- Willingness and ability to work nontraditional hours on nights and weekends as needed, understanding the ins-and-outs of a ministry-conscious environment
- Ability to maintain confidentiality and discretion in pastoral/ministry interactions
- Ability to troubleshoot and solve problems quickly

- Ability to build teams and surround yourself with those whose strengths offset your weaknesses

Core Competencies

- Strong administrative and organizational skills
- Excellent oral and written communication skills
- Ability to maintain strict confidentiality and use wise judgment in written and verbal communication
- Knowledge and experience necessary to proficiently maintain calendars, emails, and various office applications
- Strong planning and organizational skills with the ability to work effectively, while being flexible and adaptable in an ever-changing environment
- Exceptional time management, organizational and prioritization skills with a particular emphasis on follow-through and attention to detail
- Ability to be helpful in serving the needs of our congregation and guests, while adhering to proper procedures and protocol

Essential Functions and Responsibilities

Next Steps

- Serve as the point person for discipleship/assimilation/onboarding at Purpose Church. Ensure our people are continually taking their next steps through our system—Know Jesus, Choose Growth, Discover Purpose, and Make a Difference.
- Design and maintain a system (Planning Center) for recording and tracking people through our systems that is easily accessible and viewable to Ministry Leaders. Ensure information is accurate and systems are up-to-date.
- Manage all Next Step processes, including, but not limited to:
 - First-time guest follow up and connection
 - Salvation follow up and connection
 - Baptism event, follow up, and connection
 - Next registration, the Next class (all parts), and follow up
 - Connecting and onboarding people into Crews and Serve Teams
- Ensure all Next Step processes are clear, streamlined, and effectively communicated to our congregation, volunteer leaders, and staff.
- Oversee, maintain, and update all technology/software related to Next Step processes, including Planning Center Apps, church communication apps, etc.
- Oversee, direct, lead, and care for all Next Steps Directors, Coordinators, and Team Members. Communicate any pastoral needs to the appropriate Leaders.
- Serve as the point person for guest/attender/volunteer retention, following up with ministries and departments needing help.

Guest Services

- Oversee, direct, lead, and care for all Guest Services (Park, Lobby, Auditorium, and Safety) Directors, Coordinators, and Team Members. Communicate any pastoral needs to the appropriate Leaders.
- Work to ensure the strength and health of all Guest Services Teams, understanding the role these Teams play in connecting and shepherding our guests and regular attendees.
- Schedule and/or lead the Huddle for all Sunday-morning Lobby Teams.
- Serve as the Lobby point person on Sunday mornings, ensuring all Team Leaders and Team Members are informed, equipped, and ready to serve. Take care of any issues as they arise.
- Ensure all Serve Team members are identifiable with the appropriate lanyards, name tags, etc. Maintain storage and inventory of supplies and communicate needs to the Administrative Director.
- Coordinate with church-wide Ministry Leaders to ensure all Sunday-morning Teams are scheduled in a timely manner.
- Maintain any Guest Services databases and software, with a heavy emphasis on Planning Center Services.
- Stay aware of and communicate Guest Services needed positions, serve schedule acceptances/declines, and Checkins with a master spreadsheet.
- Oversee and maintain Serve Team Central checkin stations, software, and technology. Ensure all equipment and software is in proper working order.
- Oversee and maintain Lobby kiosks, software, and technology. Ensure all equipment and software is in proper working order.

Other

- Continually develop Leaders within the Next Steps/Guest Services areas, delegating ownership and responsibility for areas and tasks.
- Develop relationships with counterparts at leading churches, gaining new ideas, insight, wisdom and strategies to implement at Purpose Church.
- Oversee and monitor budgets and expenses for Next Steps/Guest Services areas. Purchase supplies, inventory, and equipment as needed, and/or communicate purchasing needs to the Administrative Director.
- Ensure the Lobby and any related Next Steps/Guest Services areas neat, orderly, and in excellent condition. Communicate any needs to the Facilities Director.
- Attend all Staff/Leadership/Team meetings and conferences as required.