

## NEXT STEPS COORDINATOR | CONNECTIONS

### GENERAL DESCRIPTION

The Next Steps Coordinator, under the supervision of the Next Steps Manager, will assist with the organization, execution, and follow-up of the assimilation process of Rock Point attendees and Next Steps events/classes, including, but not limited to: We Are Rock Point, Baptism, Newcomers' Dinner, I said Yes, New Here, New Tithers, and Membership. This is an hourly position with a schedule including weekday and weekend hours as needed, including some evening hours.

**Classification:** Non-Exempt; Hourly // **Status:** Part-Time (28 hours) // **Team:** Connections // **Supervisor:** Natasha Williams // **Lead Supervisor:** Tammy Gray

### WORK SCHEDULE

- 28 hours per week, varies: in-office for ministry meetings and assimilation coordination, on-campus for activities and events, and telecommuting as directed. May include evening and/or weekend hours as needed for Next Steps Events/Classes.
- Tuesday – Thursday: 9am – 3:30pm on non-event weeks
- Saturdays and Sundays: As needed for Next Steps Events/Classes

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Support and participate in the overall mission of the church and its implementation.
- CCB (database) responsibilities: create groups, calendar events, forms, website content/updates, maintain check-in options for attendance, enrollment tracking, guest/attendee follow up, rooms and resources requests.
- Assist Next Steps Manager with guest follow-up following weekend services (in-person and online) and Next Steps Events/Classes, including but not limited to: New Here, We Are Rock Point, Baptism, Newcomers' Dinner, I said Yes, New Tithers, and Membership.
- Communicate with all applicable ministries the specific needs of Next Steps events/classes, including facilities diagrams, media layout (slides and video), hours of support from guest services and/or volunteers, photography from communications, printed materials.
- Provide input and on-site support for Next Steps events/classes, including event/class set-up and take-down.
- Maintain supplies for Next Steps, including, but not limited to: We Are Rock Point, New Here, Newcomer's Dinner, Membership, New Tithers, I Said Yes, and Baptism.

## COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Safety & Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- **Attendance & Punctuality** - Consistently is at work and arrives on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

- Dependability - Follows instructions; responds to management direction; takes responsibility for own actions.
- Initiative - Asks for and offers help when needed. Undertakes self-development activities.
- Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People - Includes staff in planning, decision-making, and process improvement; takes responsibility for subordinates' activities; develops subordinates' skills and encourages growth; continually works to improve supervisory skills.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

## **REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION**

- High school diploma or GED.
- Proficient in Google Suite applications.
- Previous volunteer experience in a church environment (minimum 1 year).
- Strong organizational and communication (verbal and written) skills.
- Agrees and aligns with the Mission, Vision, Values, and Beliefs of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

## **PREFERRED REQUIREMENTS**

- Experience with Church Community Builder Database.

## **PHYSICAL REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 25 pounds).

## **PERSONAL LIFE REQUIREMENTS (POST HIRE)**

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a covenant member of Rock Point Church;
- Model biblical family life before the body and regularly attend worship service with your family;

- Model biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model biblical community; and
- Model biblical generosity and financially support Rock Point Church.