



POSITION DESCRIPTION

Growth & Engagement Coordinator

Job Description:

St. Armands Key Lutheran Church is seeking a highly motivated individual to become our first-ever Growth & Engagement Coordinator. The purpose of this position is to:

- 1) Respond to visitors in worship or for special events, work to develop and nurture those relationships, and to support membership growth
- 2) Help to maintain and strengthen connections and engage with current SAKLC members
- 3) Help to promote SAKLC's ministries and programs

Primary Responsibilities:

- **Coordinate visitor and new member follow-up**
 - Attendance on Sunday mornings for worship (year round) is an essential component of this position.
 - Ensure the Welcome Desk is staffed for every worship service; joyfully greet visitors and answer questions.
 - Help to make sure the narthex, Welcome Desk, and public spaces are neat and orderly
 - Make timely contact with visitors after worship / events. Help to build the Membership Development committee to assist with outreach.
 - Work with the Pastor to coordinate 3-4 New Member Classes annually.
- **Coordinate connection, tracking, and follow-up of current members**
 - Manage membership and tagging in the Church360 management system
 - Ensure members are signed up for all appropriate church communications
 - Robust examination of attendance patterns for members and reaching out to them in an effort to reconnect them in the life of SAKLC
 - Enter visitor information into the church's management system & assist the office staff with the upkeep of member records

- Help to guide members to relevant church ministries, committees, and/or programs
- Guide a process to assess "time and talent" interests of members
- Inform the Pastor and church leadership if there are relationships which require attention
- Set up new members with giving envelopes
- **Assist with communication** - This position will assist church leadership, staff, and the church's ministries to effectively communicate church activities/achievements/needs with members, guests, and the community
 - Manage, create, and distribute church communications to create consistent and unified messaging. These include the weekly *Connections* email, the weekend *Connections*, the monthly *Heavenly Headlines* e-newsletter, external advertising, etc. May work collaboratively with our AV and outside media team.
 - Work collaboratively with the Administrative Assistant to publish all weekend bulletins and announcements
- **Support member giving**
 - May assist the DOO and Financial Secretary with weekly contribution entry into Church360
 - Review giving reports, analyze giving trends and summarize data for Pastor, Director of Operations and Church Council on a quarterly and ad hoc basis.
 - Work with appropriate staff and vendors to ensure giving options are simple
 - Support the development of the Stewardship Committee and assist with the execution of annual campaigns and appeals
 - Assist with communicating the financial needs of the church and how much gifts matter to our ministries
- The position will require attendance at many congregational events outside of normal business hours, including helping to support the planning and execution of those programs. Availability for major church holidays (e.g. Christmas Eve and Easter Sunday) is mandatory.
- Attendance at all weekly staff meetings, and at meetings of church ministry/committee meetings (as needed and relevant)
- Provide weekly written updates / highlights to the church office for publication in electronic communications, newsletters, etc.
- Other tasks as needed at the direction of the supervisor

Strengths & Skill Sets:

Interpersonal skills - Possesses a joyous demeanor. Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the congregation; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.

Communication - Is able to write clearly and succinctly; employs correct grammar, punctuation and patterns of speech; clearly delivers messages in a tone appropriate to the context. Understands the importance of personalized, non-electronic communication (i.e. handwritten thank you notes, telephone calls, etc.)

Attention to detail - Consistently attends to the many small pieces which must be assembled into an organized whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.

Technically competent - Acquires and demonstrates the technical skills required to proficiently execute the essential functions of the job; understands which skills are lacking and seeks to develop those skills; continually works toward the mastery of technical proficiency. Must learn and utilize the church's chosen management database program(s), have an excellent understanding of all relevant social media platforms (and corresponding analysis tools), and be proficient with necessary spreadsheet and word processing programs.

Team orientation - Is an integrated and effective member of the staff team, committed to the success of all areas of congregational life. Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal agendas; steps up to offer self as a resource to members of the team; understands and supports the importance of teamwork.

Spiritual maturity - Must respect the beliefs and traditions of our church.

Experience

A four year degree is preferred. A background in oral & written communications, volunteer engagement, development & marketing, and resource development would be a bonus. The ability to create and edit electronic media content is helpful.

Accountability

The Growth & Engagement Director must be a team player and work closely with and plan alongside our Pastor and Director of Operations/Minister of Music. Regular progress and activity reports will be shared with Church Council.

Evaluation

In the first year of employment, reviews will be performed at 30 days, 90 days, and at the end of the first year. Thereafter, an annual evaluation will be performed. The measurables for this position in the first year of employment will include:

- Monthly metric evaluations focused on one-on-one engagement with church members and visitors.
- Support an active Membership Development team and Stewardship Committee
- Presence and activity at church events (worship, concerts, CSM activities, etc.)
- Strategic initiatives designed and implemented that focus on overall growth in membership and church life.
- For new members: evidence new members are becoming actively involved in the life of the congregation (i.e. participating in ministries, committees, etc.) and that there is some level of annual financial commitment

Hours and Compensation

- Full time, including a presence at all Sunday worship services, Christmas Eve, Easter, and any special events hosted at church requested by leadership.
- Salary & Benefits: Salary range between \$60,000-75,000 based on experience; benefits information will be provided.
- Vacation: *as per offer letter*

TO APPLY:

Cover letter, resume, and references should be sent electronically to:

Michael Bodnyk

Director of Operations

Email: michael@saklc.com