

NEXT STEPS MANAGER

GENERAL DESCRIPTION

The Next Steps Manager will manage, champion, and oversee the volunteer teams, systems, process, and execution of all Next Steps Events, including but not limited to We Are Rock Point, Newcomers' Dinner, Membership Dessert, and Baptisms.

Classification: Exempt; Salary // **Status:** Full Time // **Team:** Next Steps | Connections // **Supervisor:** Morgan Grebe, Connections Director // **Lead Director:** Tammy Gray

WORK SCHEDULE

- Weekends required on event support basis
- Tuesday – Thursday: 9:00am – 4:30pm, flexible dependent on scheduled events for the week
- Events as assigned

ESSENTIAL DUTIES & RESPONSIBILITIES

- Manage and disciple the Next Steps Events volunteer teams of Rock Point; assist with their needs and resolve any concerns or difficulties.
- Recruit, train, and recognize Next Steps Events volunteers.
- Manage, execute, and support all Next Steps events, including but not limited to We Are Rock Point, Newcomers' Dinner, Membership Dessert, and Baptisms.
- Implement systems, processes, and policies for connecting Rock Point attendees to their next best step in their faith journey, aligning with the overall church vision, goals, policies, and protocols.
- Design and execute the process for post-event follow-ups for participants of the Next Steps Events.
- Develop, implement and manage the Next Steps Events budget, master calendar, and annual plan for Next Steps events
- Ensure good stewardship of human and fiscal resources.

SUPERVISORY RESPONSIBILITIES

- This position has supervisory responsibility for the Next Steps Events volunteer teams.

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 Microsoft Office applications.

- Comfortable with public speaking and exhibit excellent oral and written skills.
- Experience growing a team of people and inspiring them to action to achieve a common goal.
- Exemplify a passion to help people grow personally and spiritually.
- Agrees and aligns with the vision, values, and doctrinal Statement of Beliefs of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

PREFERRED REQUIREMENTS

- Experience with Church Community Builder database
- Experience managing a volunteer team.
- Experience working in a church environment.
- Event management.

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 moderate lifting (up to 40 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.