

Job Title: *Connections Director (PT – 25 hrs. /wk)*
Reports To: *Be Transformed Team Leader*

SUMMARY:

The Connections Director will help people take a next step toward being ‘All In’ at Chase Oaks. For first-time visitors, that means ensuring a great follow-up after their initial visit. For others that will mean hosting them at an engaging and informative *Explore* session or helping them engage a small-group community.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Oversee process of following up with first-time guests
 - Guest card processing
 - Guest letters
 - Call team direction
- Plan, organize and execute monthly *Explore Chase Oaks* sessions
 - Staff and volunteer coordination
 - Work with Communications to keep brochure relevant and current
 - Post-Explore follow-up with attendees
- Facilitate the connection of those not yet plugged into small groups
 - Organize and coordinate GroupLink (or equivalent) events
 - Evaluate and oversee online locator tool
 - Evaluate and oversee other connection avenues (i.e., LifeGroup table, sermon series pushes, etc.)
 - Manage team of volunteer area connectors
- Experiment with quarterly demographic specific connection events
- Track metrics related to connection success for the various initiatives and make necessary adjustments.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires the ability to multi-task and work independently in carrying out assignments to completion.
- Must have excellent communication / customer service skills and be able to interface with the Adult Ministry team and Chase Oaks staff.
- Candidates for the Connections Director role should have strong relational skills, experience organizing and executing events, and be comfortable organizing and tracking a high volume of contacts on an ongoing basis.
- Requires the ability to deal with non-routine matters, such as special projects.

EDUCATION and/or EXPERIENCE

Education: Minimum of high school diploma or equivalency; college degree preferred

Experience: Minimum 2+ years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to speak effectively and understandably on the phone. The ability to effectively present information and respond to common inquiries regarding Chase Oaks ministries is also required. High attention to customer service.

COMPUTER SKILLS

Strong PC skills – Microsoft Office (Word, Excel, PowerPoint, etc., Outlook calendaring, and email)

Data Entry skill & experience

Familiarity with Databases

REASONING ABILITY

Ability to apply common-sense understanding to carry out instructions furnished in written, oral or schedule form. High attention to detail.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.