



Director of Membership Job Overview

Qualifications for employment at Watermark include having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of Watermark and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing Member of Watermark.

JOB TITLE: Director of Membership

FLSA STATUS: Non-Exempt

DEPARTMENT: Connecting Team

REPORTS TO: Director of Operations Connecting & Community

POSITION SUMMARY: Responsible for ensuring a high level of care from new attendee to active Member. Partners with the Director of Operations to communicate vision, lead in the execution of new initiatives, and regularly evaluate/adjust the efficiency and effectiveness of each step of the Connecting process. Owner of the Membership staff team management and development with a focus on the Connecting user experience, pastoral care, project management, and internal/external communication.

APPLICABLE SPIRITUAL GIFTS:

- Leadership
- Administration
- Communication
- Discernment

ESSENTIAL SKILLS & EXPERIENCE:

- 3-5 years of experience in project management or equivalent is preferred
- Skilled in managing/learning multiple data systems
- Strong interpersonal communication skills
- Proficient in creating and activating strategies, providing solutions, and team management
- Willingness and ability to navigate difficult conversations with sensitivity and clarity
- Excellent organizational skills
- Proven ability to provide biblically based counsel
- Compassion, empathy, and desire to serve 'the one'

POSITION RESPONSIBILITIES:

Project Management/Strategy

- Manage daily projects and tasks for the Membership staff team
- Data management owner
- Develop processing, tracking, and follow up systems (ongoing)
- Support all campuses with SOPs (First Impressions, 4B) and training as needed
- Strategic project plan manager
- Support Director of Operations on 'special projects' for Connecting and Community Team
- Host meetings with other churches inquiring about the Membership process

Directional Leadership

- Develop and manage Membership Staff Team
 - Direct reports: Believe Team Coordinator, Membership Assistant, Membership Engagement Assistant, Connecting Assistant
- Owner of Membership Class recruitment and event operations
- Maintain, develop, and own new and ongoing Connecting Team initiatives
- Manage Connecting Team budget
- Preserve data system standardization/processes and provide all campus support
- Oversee training and development of Membership and Believe Team Volunteers
- Partner with Membership Team to serve as pastoral care POC
- Quarterly audit lead for the Membership process
- Yearly 4B Assessment owner

Communication

- Serve as primary communication lead and liaison for all Connecting communication
- Maintain a high level of excellence and care surrounding staff communication, including but not limited to Watermark Membership Booklet, Member emails, printed letters, stage announcements, Believe Team training, etc.
- Membership Class programming/content lead (in-person and online)

MARKERS OF AN IDEAL CANDIDATE:

- Strategic and detailed mindset
- Mission driven and people focused
- Ability to create, communicate, and execute processes with a high emphasis on care and clarity
- Talent for managing and developing staff
- High administrative skills
- Excellent written and verbal communication

ADDITIONAL NOTES:

- Must be able to work some Saturday/Sunday events (approx. 15-20 per year)
- Flexibility needed to host evening/early morning meetings (approx. 1 per week)
- Ability to serve at “all hands-on deck” events: Christmas Eve, Easter, CLC is required