



# Frontlines Assistant 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 or willing to become one.

**JOB TITLE:** Frontlines Assistant

**DEPARTMENT:** Connecting

**REPORTS TO:** Frontlines Director

**FLSA STATUS:** Non-Exempt

**TIME REQUIREMENTS:** Full Time

**CLASSIFICATION:** Non-Ministerial Role

**STAFF MISSION STATEMENT:** Inspiring and equipping every member to live a life of full devotion to Christ.

**POSITION SUMMARY:** Responsible for executing and sustaining vital ministry functions for the Frontlines ministry and staff team. Strong emphasis on organization, administrative, and communication skills. This position interacts with the largest volunteer base in our church and plays a direct role in successful hospitality at weekly campus events.

## ESSENTIAL SKILLS & EXPERIENCE:

- 1-2 years of experience in administration is preferred
- Strong in written and verbal communication
- Mission-driven and people-focused
- Working knowledge of Microsoft Office: Word, Excel, and Outlook
- Ability to serve occasional weekend and evening events

## POSITION RESPONSIBILITIES:

1. General
  - a. Data Tracking
    - i. Complete weekly attendance reports and tracking
    - ii. Manage staff analytics communication
    - iii. Oversee tracking and data management with Frontlines Coordinator for large events (Christmas, Easter, etc.)
    - iv. Review data and processes to ensure thriving team health
    - v. Examine weekly & monthly stats for improvement points
  - b. Supply Management
    - i. Weekend & large event administrative support
    - ii. Maintain Frontlines supply inventories
    - iii. Special project orders
  - c. Frontlines Communication
    - i. Daily email management for all incoming and outgoing frontlines emails
    - ii. Partner with Director and Coordinator on Frontlines Team requests from staff members
  - d. Meetings & Events
    - i. Connecting & Frontlines Meetings (Weekly)
    - ii. Staff Prayer (Weekly)
    - iii. Director Meeting (Monthly - AM)
    - iv. Captains Night (Quarterly - PM)
    - v. Directors Night (Semiannually - PM)
    - vi. Special event support (avg. 6 times per year)
2. Volunteer Support
  - a. Volunteer Communication & Onboarding
    - i. Primary communications coordinator for new volunteers
    - ii. Weekend volunteer communication
    - iii. Weekend follow-up
    - iv. Team placement coordinator

- b. Weekend & Event Preparation
    - i. Serving roster updates
    - ii. Preparation and clean-up of Frontlines serving spaces
    - iii. Planning support for special events and periodic volunteer events
- 3. Team Assistant
  - a. Meeting agenda manager for Frontlines led initiatives
  - b. Meeting support on other initiatives
  - c. Scheduling support for Director and Coordinator
  - d. Task list support for Director
  - e. Support ongoing projects and new team initiatives
  - f. Collaborate with internal teams
  - g. Expense reporting lead (budget)
  - h. Room reservations

**DIRECT REPORTS:** N/A

**MARKERS OF AN IDEAL CANDIDATE:**

- Adaptable
- Initiator
- Hospitable
- Compassionate
- Detail-oriented

**ADDITIONAL NOTES:**

- Flexibility needed to host evening/morning meetings (approx. 16 per year)
- Ability to serve at special events: Christmas Eve, Easter, CLC, UNCMN, etc. is required
- In-office position