



Frontlines Director 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 Director

FLSA STATUS: Exempt

DEPARTMENT: Connecting

TIME REQUIREMENTS: Full Time

REPORTS TO: Director of Membership

CLASSIFICATION: Ministerial Role

MISSION OF WATERMARK COMMUNITY CHURCH: To call all people to be fully devoted followers of Christ.

POSITION SUMMARY: Responsible for leading staff and weekend hospitality volunteer teams. Owner of the development and management of a large lay-leadership team and serves as the guest services point person for weekend services. This role provides operational, strategic, and creative direction for hospitality processes. The scope of Frontlines is wide, requiring strong leadership, organizational, relational, and communication skills.

ESSENTIAL SKILLS & EXPERIENCE:

- 3-5 years experience building and leading teams
- Demonstrated experience solving complex problems within a team setting
- Ability to connect with a wide range of people
- Strong organization and communication skills
- Mission driven and people focused
- Ability to work Sunday services and stand for long periods of time
- Working knowledge of Microsoft Office: Word, Excel, and Outlook

POSITION RESPONSIBILITIES:

1. Team Leadership

- **Direction**
 - Partner with Director of Membership for ministry philosophy, vision, and strategic plan
 - Manage and develop Frontlines staff
 - Lead campus wide initiatives
- **General Volunteer Administration**
 - Maintain and improve volunteer training and discipleship processes
 - Supervise weekend service leaders and volunteer teams
 - Partner with Frontlines Coordinator to execute weekend services
- **Leader Discipleship**
 - Provide oversight and direction of a large volunteer leadership team (50-60 people)
 - Develop relationships and provide direction and discipleship for key leader team (8-10 people)
 - Partner with Frontlines Coordinator to recruit, support, and develop ministry leaders
- **Meetings/Events**
 - Connecting & Frontlines Meetings (Weekly)
 - Staff Prayer (Weekly)
 - Director Meeting (Monthly - Second Monday 7 AM)
 - Captains Night (Quarterly - Second Tuesday 6:30 PM)
 - Special event support (Avg. 6 times per year)
 - Point of contact for other churches wanting to learn about our guest services

2. Operational Leadership

- **Weekend Logistics**
 - Partner with multiple internal departments to ensure weekend event collaboration
 - Oversee campus experience from parking lot to auditorium
 - Coordinate with safety and medical teams to maintain standard operations
 - Oversee weekend baptisms
 - Staff lead for guest experience customer service
 - Owner of weekend Member and guest care
- **Project Management**
 - Continually monitor Frontlines processes by identifying and implementing ongoing improvements
 - Prioritize initiatives based on urgency, impact, and viability for Frontlines Team
 - Set benchmarks and timelines for project progresses
 - Lead in the execution of new and ongoing projects and initiatives
 - Track projects and maintain follow-up evaluation
- **Special Events**
 - Formulate and improve 'all-hands on deck' staff serving events
 - Lead in volunteer and guest experience at special events
- **General Administration**
 - Create and manage yearly budget
 - Oversee Frontlines communication process to volunteers and staff

DIRECT REPORTS: Frontlines Coordinator, Frontlines Assistant

MARKERS OF AN IDEAL CANDIDATE:

- Anticipator
- Encourager
- Adaptable
- Team Builder