



Membership 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: Membership Assistant

FLSA STATUS: Non-Exempt

DEPARTMENT: Connecting

REPORTS TO: Membership Coordinator

POSITION SUMMARY: Responsible for providing administrative support as part of the overarching Connecting Team. This includes offering assistance throughout the Membership process and administrative support for the Membership, Believe, and Serving Team. Responsibilities include ensuring Connecting Team initiatives while also serving as the primary support for the Membership Coordinator and Director of Operations.

SPIRITUAL GIFTS:

- Administration
- Hospitality
- Service
- Communication

ESSENTIAL SKILLS & EXPERIENCE:

- 2-3 years of experience in administration is preferred
- Excellent working knowledge of Microsoft Office suite
- Ability to quickly adapt and maintain multiple processes
- Strong communication skills with a can-do positive attitude

POSITION RESPONSIBILITIES:

General Connecting:

- Respond to e-mails and phone calls from those looking to connect at Watermark
- Data reporting
- Assist with annual 4B processing and follow-up
- Support monthly tracking/reporting for Connecting Team
- Manage room reservations
- Attend weekly staff meetings
- Team Care Co-Leader (birthdays, celebrations, ect.)
- Team meeting notes
- Host Membership Discussion Calls

Membership:

- Manage Membership email inbox
- Responsible for online Membership Process management
- Weekly First Impression owner and connecting communication
- New Member Notes serving team/volunteer management

Believe Team:

- Administration management for Believe Team Coordinator
- Training event support
- Schedule interviews for attendees and volunteer onboarding
- General volunteer administrative support

Serving Team:

- Reporting/data integrity
- Serving follow-up owner
- Serving tag owner
- Lead event admin
- Special projects support

Executive Assistant:

- Primary administrative support for Membership Coordinator and Director of Operations
- Work closely with MC and DOO on ongoing project management
- Connecting budget tracking (monthly)

Weekend Events:

- Monthly Connecting event co-manager
- Weekend volunteer co-management
- Support in-person meetings, interviews, and trainings
- Maintain a hospitable and welcoming environment focused on both efficiency and care

MARKERS OF AN IDEAL CANDIDATE:

- Strategic thinker
- High capacity
- Self-starter
- Flexible and adaptable
- Team player
- Organized