



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

FLSA STATUS: Non-Exempt

DEPARTMENT: Connecting

REPORTS TO: Frontlines Director

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

SPIRITUAL GIFTS:

- Serving
- Administration
- Communication

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 events

POSITION RESPONSIBILITIES:

General Frontlines

- Frontlines Communication
 - Daily email management for all incoming and outgoing Frontlines emails
 - Staff hospitality coordinator
 - Frontlines brand and document manager
 - Frontlines website page manager
- Data Tracking
 - Complete weekly attendance reports and tracking
 - Manage staff analytics communication
 - Oversee tracking and data management for large events (Christmas, Easter, etc.)
 - Review data and processes to ensure thriving team health
 - Examine weekly/monthly stats for improvement points
- Supply Management
 - Weekend/large event administrative support
 - Maintain Welcome Center inventory
 - Special request orders
- Meetings/Events
 - Connecting & Frontlines Meetings (weekly)
 - Staff Prayer (Weekly)
 - Director Meeting (Monthly - Second Monday 7 AM)
 - Special event support

Volunteer Support

- Volunteer Communication/Onboarding
 - Online training process coordinator
 - Weekend volunteer communication
 - Weekend follow-up communication
- Weekly captain (lay leader team) communication
 - Communication liaison for captains to volunteers
 - Coordinate quarterly training nights
- Weekend/Event Preparation
 - Serving roster updates
 - Manage Frontlines serving room/Welcome Center

Team Assistant

- Meeting agenda manager
- Scheduling support for Director and Coordinator
- Support ongoing projects and new team initiatives
- Team Concur lead (budget)
- Room reservations
- Meeting support

MARKERS OF AN IDEAL CANDIDATE:

- Flexible and adaptable
- Hospitable
- Compassionate
- Detail-oriented