



Membership Engagement 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 Engagement Assistant

DEPARTMENT: Connecting

REPORTS TO: Connecting Coordinator

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 administrative and attendee/Member care within the Connecting processes including but not limited to Membership support, serving assistance, community connections, and maintaining of accurate data while being mission driven and people focused. Serves as a partner in the implementation of current Dallas Connecting team initiatives and Member engagement.

ESSENTIAL SKILLS & EXPERIENCE:

- 1-2 years of administrative experience is preferred
- Strong verbal and written communication
- Proficiency in Office Suite
- Ability to naturally engage with others

POSITION RESPONSIBILITIES:

1. General Connecting Administration
 - Respond to connecting e-mails/phone calls within 24-48 hours of first point of contact
 - First point of contact for attendees looking to connect (First Impression system management)
 - Assist with annual 4B processing and follow-up
 - Maintain monthly tracking/reporting for Connecting Team
 - Support new and ongoing Connecting/Community initiatives
 - Monthly Nexonia/budget tracking system (as needed)
 - Connecting Prayer Calendar content owner
2. Member Engagement
 - Daily Member tracking/follow-up
 - Provide Member care and next steps via email and phone calls
 - Work with Community Directors to connect Members with existing community
 - Partner with Community Formation Team to support community funnel (connecting opportunities)
 - Director Dashboard owner (data system)
 - Oversee Member exit interviews
 - Owner of Member engagement data tracking/reporting
3. Serving Support
 - Consult with Members to answer serving questions
 - Prepare and oversee occasional events
 - Schedule/assist Director of Serving meetings
 - Oversee special project ownership
 - Preserve serving records

4. Relational Engagement

- Community Formation Launching Process
 - Launch a new Community Group quarterly (6 weeks per small group launch)
 - Help to identify potential future launchers alongside Community Formation Team
 - CPOC calls/check-ins (Community Point of Contact – weekly)
- Membership Class
 - Attend Membership Class for administrative support: rotation w/ Connecting Assistant
- Believe Team Host (monthly)

DIRECT REPORTS: N/A

MARKERS OF AN IDEAL CANDIDATE:

- High attention to detail
- Ability to anticipate needs and solve problem
- Flexible and adaptable
- Teachability
- Warm, hospitable, and joyful in demeanor

ADDITIONAL NOTES:

- Must be able to work occasional Sunday events (approx. 6-8 per year)
- Flexibility needed to host evening/morning meetings (approx. 2 monthly)
- Ability to serve at “all hands-on deck” events: Christmas Eve, Easter, CLC, etc. is required