



Director of Membership 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: Director of Membership

FLSA STATUS: Exempt

DEPARTMENT: Connecting

TIME REQUIREMENTS: Full Time

REPORTS TO: Director of Connecting

CLASSIFICATION: Ministerial Role

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

POSITION SUMMARY: Responsible for ensuring a high level of care from new attendee to active member. Partners with the Director of Connecting to communicate vision, lead in the execution of new initiatives, and regularly evaluate the clarity and care of each step of the Connecting process. Oversight of multiple areas within the broader Connecting Team, including but not limited to, development and pastoral training, theological equipping for volunteers, management of Connecting ministry full-time staff, communication oversight, and membership project management.

ESSENTIAL SKILLS & EXPERIENCE:

- 4-6 years experience in project management & team management or equivalent is preferred
- Proven ability to provide biblically based counsel and teaching
- Strong interpersonal and teaching skills
- Skilled in managing & learning multiple data systems
- Proficient in creating and activating strategies, providing solutions, and team management
- Willingness and ability to navigate difficult conversations with sensitivity and clarity
- Excellent organizational skills
- Compassion, empathy, and desire to serve 'the one'

POSITION RESPONSIBILITIES:

1. Project Management & Strategy
 - a. Manage daily projects and tasks for the Membership staff team
 - b. Membership data management owner
 - c. Develop processing, tracking, and follow up systems (ongoing)
 - d. Strategic project plan manager
 - e. Host meetings with other churches inquiring about the membership process
2. Directional Leadership
 - a. Develop and manage Membership & Frontlines staff team
 - b. Oversee membership class volunteer recruitment and event operations
 - c. Maintain, develop, and own new and ongoing Connecting team initiatives (Frontlines until Community Formation)
 - d. Manage Connecting team budget
 - e. Provide pastoral and theological training and development of Connecting team volunteers
 - f. Oversee baptism interviewing and day-of operations
 - g. Serve as Connecting pastoral care staff on call (2x yearly)
 - h. Conduct quarterly audit lead for the membership process
 - i. Yearly membership renewal co-owner
3. Communication
 - a. Maintain a high level of excellence and care surrounding staff communication, including Watermark Membership Booklet, member emails, printed letters, stage announcements, Believe Team training, etc.
 - b. Membership class programming & content lead

DIRECT REPORTS: Women's Connecting Coordinator, Men's Connecting Coordinator, Frontlines Director

MARKERS OF AN IDEAL CANDIDATE:

- Strategic and detailed mindset
- Mission driven and people focused
- Robust theological understanding of the local church
- Ability to create, communicate, and execute processes with a high emphasis on care and clarity
- Talent for managing and developing staff
- High administrative skills
- Excellent written and verbal communication

ADDITIONAL NOTES:

- Must be able to work some Saturday & Sunday events (approx. 20-25 per year)
- Flexibility needed to host evening & early morning meetings (approx. 2 per week)
- Ability to serve at “all hands-on deck” events: Christmas Eve, Easter, CLC, is required