



Job Description

Position Title: Director of Next Steps/Guest Services
Reports to: Executive Director of Strategic Ministries
Revised: 05.03.2023

Department: Strategic Ministries
Status: Full-time; salaried, exempt
Campus: Campus Support Team

Primary Purpose

The Director of Next Steps/Guest Services will give leadership to all six Next Steps, with an emphasis on groups and serving, and Guest Services at NewPointe, ultimately inspiring people to follow Jesus. The Director will develop, support, and enhance all aspects of small group ministry, with the ability to cast a clear vision for why groups are a vital part in fulfilling our vision and mission. Assist campus teams in recruiting and development of group leaders; develop and improve volunteer processes, onboarding, and work with ministry directors to develop of volunteer trainings for specific ministry areas; gives vision and direction to Guest Services by focusing on the guest experience at each NewPointe campus and enhancements that can be made from parking lot to the “seat.”

Essential Functions/Key Result Areas (KRAs)

- Mentors, coaches, and serves as a resource for campus pastors and the campus teams in the areas Next Steps and Guest Services.
- Casts a clear vision for Next Step areas, with an emphasis on groups, serving (volunteers), and Guest Experience.
- Assists in tracking a guest from a first visit through being fully engaged at NewPointe.
- Assists in tracking Next Steps taken to evaluate effectiveness.
- Creates ongoing training and development for group leaders.
- Creates/improves on volunteer processes, trainings, and development. Works closely with ministry directors to schedule and format development areas needed for each ministry.
- Expands and sets standards for Guest Experience on weekends, Armor Sports, and occasionally special events.
- Develops relationships with staff that will allow collaboration for implementation of strategies and/or initiatives for each area of leadership.
- Networks with other churches to resource/be a resources in the areas of Next Steps and Guest Services.
- Works to develop, implement, and manage the budget, master calendar, and annual plans for Next Steps and Guest Services.
- Assists the campus teams in meeting with key volunteers.
- Other duties as assigned.

Position Requirements

Supervisory

- Lead Volunteers

Knowledge/Skills/Abilities:

- Strong desire to see people’s lives changed
- Strong desire to serve others with a Christ-like attitude

- Commitment to NewPointe’s mission, vision, and values
- Able to work independently, as well as with a team
- Able to coordinate multiple projects at once
- Able to set goals and create a plan for achieving those goals
- Able to work with other NewPointe departments to coordinate and execute projects
- Promotes a positive attitude and working environment
- Possesses excellent “people” skills
- Desire to engage and lead new people
- Ability to think creatively and solve practical problems
- Exceptional communications/interpersonal skills to clearly articulate ideas, frame challenges, highlight opportunities, and offer solutions
- Excels in mentoring and coaching a team
- Should be self-motivated, highly flexible, and a fast learner

Qualifications

Education: Bachelor’s degree is preferred; high school diploma required.

Experience:

- At least 3 years’ experience in an Adult Ministries role with a focus on Next Steps and discipleship.
- Excellent written and verbal communication skills with experience leading large groups of volunteers.

Licenses: None required

Physical Activities/Requirements (with or without accommodation)

- May require long periods of standing or sitting.
- Position requires frequent campus-to-campus travel.
- Must possess a valid driver’s license.
- Must be able to assist with event set-up and teardown.

Personal and Spiritual Requirements

- Professes Jesus Christ as Lord and Savior
- Commitment to personal spiritual growth and healthy lifestyle
- Models standards and expectations of leaders within NewPointe, including:
 - Tithe (within 3 months of hire). A tithe is giving 10% of your income to the ministry of the local church at NewPointe.
 - Participate in small group accountability.
 - Regular attendance at NewPointe services.

At NewPointe we value working through people to accomplish goals, as well as personally contributing at a level that requires God’s help. By maintaining these priorities, we will put ourselves in a position where we can continue to strive for excellence and value in reaching lost people.

ACKNOWLEDGMENT

I acknowledge that I have read the above job description and can perform the essential functions of the position with or without accommodation.

Applicant Signature/Date

Management Signature/Date