

Director of Connections

Role Type: Full-Time w/ benefits
Department: Connections
Reports To: Director of Engagement

Overview

The Director of Connections will create, lead, and drive the processes and events of Connection at The Bible Chapel, SH (TBC). They will lead teams that will engage the first-time guest, inform and direct attendees, and ultimately connect people to their best next step toward deeper engagement with TBC.

Responsibilities

- Cast vision for excellence in First Impressions and Next Steps with a focus on welcoming, informing, and connecting our new guests from “parking lot to plugged-in”
- Recruit, onboard, oversee, shepherd, develop, and maintain accurate PCO records of Connections Team leaders and volunteers (Coaches, Greeters, Ushers, Connect Desk, Parking, and Next Steps Advisors)
- Oversee, shepherd, and develop the First Impressions Coordinator and Next Steps Coordinator
- Lead Performance Management process and provide accountability/support for the First Impressions Coordinator and Next Steps Coordinator
- Build, optimize, and manage systems and processes that make it easier for new guests and congregants to become more engaged in the church (e.g., Connect Desk, First Time Guest/Connect Cards, Spiritual Gift/Serve inquiries and meetings, Small Groups Kick-Off, Team TBC onboarding, workflows, etc.)
- Oversee timely completion of all new guest/next steps workflows and related workflow steps (e.g., First Time Guest, Discover TBC, Small Group Connection, SGI/Team TBC, LG next step, Membership, etc.)
- Direct or assign new guest/next steps inquiries and ensure timely completion of follow-ups
- Spearhead monthly Discover TBC event (planning, presenting, recruitment, volunteer/staff scheduling)
- Provide vision, planning, and oversight for the Parking Lot, Main Lobby, Patio, Connect Desk, Worship Center, Overflow Seating, Volunteer Hub, and Ministry Pop-Up
- Champion and develop Ministry Pop-Up strategy/planning in collaboration with various SH Ministries
- Coordinate with SH TBC Ministries and First Impressions Coordinator to provide alignment and clear communications to create a positive guest impression at weekend services/special events (concerts, conferences, tier one events, holidays)
- Regular attendance at TBC church services, meetings, activities, staff functions, and events as required
- Other Responsibilities: As assigned by Supervisor

Spiritual Gifts

Leadership, Administration, Shepherding, Hospitality

Skills

The ideal candidate is a mature follower of Jesus Christ with strong leadership abilities in both people and processes. They should possess an undergraduate degree or a minimum of 5+ years of relevant leadership/life experience. Essential skills include the ability to develop and implement effective processes, as well as recruit, train, and delegate to adult volunteers and leaders. The candidate should demonstrate excellent communication, attention to detail, and a collaborative, relationship-building approach. Additionally, they must be skilled at multitasking, meeting deadlines, and managing time effectively.

*This Job Description is subject to change at management’s discretion.