

# Next Steps Director

---

Department: Discipleship

FLSA Status: Exempt

---

**JOB SUMMARY:** The Next Steps Director leads the vision, implementation, and management of warm, friendly environments and assimilation efforts that provide a positive member, friend, and guest experience to inspire people to return to Browncroft and take a next step into a life-changing relationship with Jesus. The primary goal of the Next Steps Director is to move guests to regular attenders and church members by facilitating the movement of all attendees into our adult discipleship pathway.

**REPORTS TO:** Discipleship Pastor

**SUPERVISES:** N/A

## **ESSENTIAL FUNCTIONS:**

### Leadership and Supervision

- Leads, manages and aligns volunteers and staff to provide the best possible 'first impression' and engagement in learning, community-building, and worship experiences.
- Provides leadership and knowledgeable insight about member and guest experiences to colleagues on the staff and volunteer leaders.
- Leads, manages, develops and directs volunteer teams that are essential to the guest experience at Browncroft services and special events.
- Provides direct oversight to the operations of various volunteer teams including: Host Team, Door Greeters, Ushers, Next Steps Experience, Next Steps Center, The Coffee Bar, and Events team volunteers, as well as other volunteer teams and experiences that involve moving people into and through a first or second step in a deeper relationship with Christ and the Church.
- Provides ongoing support, personal connections, coaching and communications for volunteer team leadership.
- Oversees management and purchasing of church hospitality and The Coffee Bar inventory.

### Training & Development

- Recruits, develops, and oversees training of all Guest Experience teams, Next Steps leaders, and related staff members.
- Develops or selects suitable courseware for staff and volunteer training as needed.

## Ministry

- Leads, manages and enables all efforts that serve to welcome, advocate and support guests and regular attendees on Sundays and at church events.
- Collaborates ministry leaders, teams and volunteers to provide 'first steps' assimilation, next steps, and service opportunities to members or friends of the congregation, fostering the transition of people through Browncroft's discipleship pathway.
- Works effectively to remove obstacles that inhibit engagement, belonging, and retention among members, friends, and guests, on our campus and online environments
- Serves on the front lines on Sunday mornings at worship services and often acts as the primary contact for on campus for guests, newcomers and regular attenders.

## Strategic Planning

- Develops and maintains expertise on first impressions, next steps, and assimilation best practices both on our campus and online.
- Sets ministry strategy and identifies areas of improvement.
- Participates in the planning of church environment design (i.e. Main Lobby and displays; Lobby décor', hallways, and more), worship experience planning, and special event preparations and execution.

## **ADDITIONAL RESPONSIBILITIES:**

- Accomplishes all other duties and tasks as appropriately assigned or requested.

## **EDUCATION & EXPERIENCE:**

- Bachelor's degree required in a job-related field or an equivalent combination of related work experience, training and/or education sufficient to successfully perform the essential duties of the job.
- Three (3) years of staff experience and some notable leadership in adult ministries, children-family ministries, fellowship-connections-guest services ministries, congregational care ministries, and/or church business administration and communications are required. Proven staff experience and success in church community-building and volunteer development work is required. Experience on a large church staff (400 or more members or 750 or more weekend attenders) is preferred.
- Must possess a valid driver's license.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Well-developed knowledge of the Bible.
- Proficient in the use digital technology.
- Excellent verbal and written communication skills.
- Competency in team-building, recruitment, management, and leadership development.

- Excellent people skills and reasoning abilities.
- Strong presentation and public speaking skills.
- A demonstrated ability to supervise and direct volunteer staff in meeting goals and deadlines.
- A demonstrated ability to achieve key objectives.
- A demonstrated ability to handle confidential and sensitive information.
- Well-organized and self-directed individual who is a team player.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regular local travel out into the community is required, including occasional attendance at conferences and seminars, including overnight travel. This position requires walking long distances and climbing stairs, both indoors and out-of-doors, in all seasons and in all normal weather conditions.

Scheduled meetings and ministry activities requiring the participation of the incumbent may occur frequently during evening hours or on weekends. It is also required that the Director will be present at the main church facility on every Sunday morning as part of the normal work week (except when excused or away on pre-approved leave or vacation).

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

**DATE CREATED/REVISED: August 2022**