



# Engagement Director

## Position Description

### Job Description

The **Engagement Director** helps guide people along the pathway from first-time guest to fully engaged member, building relational connections that help people take their next steps. This role advances the discipleship strategy of NorthCross by helping people connect in groups and join teams. This position serves under the leadership of the Adult Ministries Pastor (AMP).

### Key Responsibilities

#### 1. Guests and Starting Point

- Partner with the Office Manager to oversee the process for following up with guests.
- Oversee the Starting Point signup process.
- Be the point of contact for questions about Starting Point.
- Organize Starting Point breakout groups, ensuring leaders are set up for success.

#### 2. Engaging Members

- Guide people through the new member process, helping them complete all steps in a timely way.
- Help new members determine their plan for how they will connect in a group and/or join a team in their first year of membership.
- Identify opportunities for existing members to connect in a group or join a team through the systems described below.

#### 3. NorthCross Groups

- Run the system for guiding new and existing members into groups, including the annual group signup weekend.
- Assist the AMP in efforts to identify, train, and develop facilitators.
- Assist the AMP in efforts to identify new group opportunities and get them started.
- Track monthly group data for our ministry dashboard.
- Remind facilitators to take attendance and follow up with new signups.
- Possibly assist with organizing or leading short-term groups.

#### **4. Volunteer Teams**

- Run the system for guiding members to join a team, including the annual volunteer signup weekend.
- Monitor follow-up with potential volunteers and help ensure timely connections.
- Assist staff in filling volunteer opportunities as they arise throughout the year.
- Track monthly volunteer data for our ministry dashboard.
- Assist the AMP with church-wide efforts to show appreciation for volunteers.

#### **5. Ideal Traits**

- Relational: Naturally connect with people, knowing when to challenge and when to encourage.
- Communication: Strong verbal and written skills that are clear and welcoming.
- Organizational: Manage multiple systems and follow-up processes.
- Creativity: Problem-solve situations that make it difficult for people to engage.

#### **Work Environment**

Ideal candidates for this role are passionate about seeing people grow in faith by helping them connect in a group and join a team. Candidates should be members of NorthCross or in the process of becoming members. This part-time position requires at least three days a week in the office, with one of those days being Tuesdays. Some flexibility may be needed to work occasional evenings and special events. Expect 15-20 hours per week on average. The role involves both independent work and collaborative team projects, with a mix of routine administrative tasks and creative problem-solving opportunities.