

JOB TITLE:	CONNECT ASSOCIATE
MINISTRY AREA:	Connect
EMPLOYEE NAME:	Open
REVISED DATE:	5/1/2024
CLASSIFICATION:	15 PT – Non-Exempt
ACCOUNTABLE TO:	Operations Executive

OUR MISSION

The mission of Pine Hills Church (PHC) can be expressed in three words: **BRING** (1 Tim 2:4), **BUILD** (Luke 10:27), and **SEND** (Matthew 28:19). We aim to bring people to Jesus, build people to live like Jesus, and send people out to multiply like Jesus. Our values are **Bible-driven, Jesus-centered, and Spirit-led**. Our mission and values are the lenses through which we view and evaluate our ministries.

VISION & PURPOSE OF ROLE

The Connect Team exists to fulfill our mission of bring, build, and send by connecting individuals to the people and mission of PHC. Specifically, the Connect Associate is responsible for creating a culture that ensures that our guest service efforts are positive and effective, creating an inviting and “guest-focused” culture during weekend services, special church-wide events, and ministry gatherings, and managing a process that identifies and creates an excellent first impression experience for all new guests. Furthermore, this position manages the onboarding and tracking of new guests while also encouraging new guests toward their next step in serving.

EXPECTATIONS

- A consistent and intimate relationship with God the Father, Jesus the Son, and the Holy Spirit.
- Align with PHC’s Bylaws, Statement of Faith, and Employee Handbook.
- Align with PHC’s values, mission, and vision.
- Become a member of Pine Hills Church.
- Implement and execute PHC’s mission and vision within your area of ministry and work collaboratively with other PHC Staff and ministries to achieve that.
- Create/manage a ministry budget tied to strategic outcomes.
- Maintain/cultivate healthy relationships with your family and people within your community.
- Actively participate in and lead meetings.
- Be consistently visible and active on Sunday mornings.
- Personally live out the mission of bring, build, send.
- Give and receive feedback regarding the leadership and effectiveness of you and your team.
- Provide vision, coaching, clarity, and leadership to your team.
- Serve and support as needed in other ministry areas and activities.
- Continue learning, growing, and adapting to ministry needs and expectations.

QUALIFICATIONS

- Experience building and leading a successful ministry with tangible results, or relevant work experience.
- Positive qualities: self-driven, humble, teachable, team player, relational, effective communicator.
- High level of relational ability and leadership.
- Healthy work-life balance.
- Able to lead and shepherd others effectively.
- Attention to results through tracking and accountability.
- Passion for serving and investing in others.
- Effective conflict resolution skills and able to work well with all kinds of people.



- Passionate about seeing people move into intentional relationships
- Administration, organization, computer skills, and database building and maintenance
- Ability to take initiative and build and streamline systems and processes.
- Professional and friendly demeanor

RESPONSIBILITIES

New Guest Engagement

- Conduct Sunday classes, oversee the organization, and lead greeters/ushers to ensure a welcoming environment for guests.
- Continuously assess and update Sunday classes and membership track.
- Engage and reach out to new guests, making connections, and facilitating their integration into the community.
- Coordinate and participate in Worship Night activities.
- Oversee and manage the new guest assimilation and tracking process.
- Build and implement procedures to process new guests at PHC effectively. This effort would include working with ministry leads to create and maintain a consistent welcoming and follow-up process for all new guests across all PHC ministries.
- Identify measurable methods for connecting visitors into their Next Steps.
- Coordinate church-wide guest service practices with other ministry teams.
- Provide timely and accurate communication to all First Impression teams.

Discipleship/Leadership

- Lead and shepherd Guest Services teams (Ushers, Indoor and Outdoor Greeters).
- Meet with new guests to foster relationships and engagement.
- Recruit and develop Ministry Partners for Connect Teams.
- Meet with Ministry Partners consistently to foster community and discipleship.

Administrative Support

- Build and maintain church-wide software as it pertains to new guests and connects.
- Coordinate and manage the needs and office tasks of Support Groups.
- Maintain accurate records and processes related to church membership and new guests.
- Maintain and manage the church database system to accurately track Ministry Partner team participants, Ministry Partner team leaders, and new guest information.
- Handle Connect correspondence through texts, phone calls, and emails.
- Prepare and coordinate the atmosphere for areas of responsibility.
- Manage the annual budget for Guest Services within established limits.
- Schedule and conduct meetings with team leads for effective coordination and communication.
- Provide training in Planning Center to ministry partners.

PHYSICAL REQUIREMENTS

- **Sitting and Computer Use:** Regularly required to sit for extended periods, utilizing hands for computer operation, including keyboards and office equipment.
- **Physical Mobility:** Occasional standing, walking, reaching, and bending for various office tasks. Ability to stand or walk for extended periods, especially during events, services, or when overseeing activities within the church grounds.
- **Lifting and Carrying:** May involve occasional lifting and carrying of items weighing up to 10 pounds.
- **Communication:** Clear verbal communication skills to interact with congregation members, volunteers, staff, and visitors.
- **Vision and Hearing:** Adequate vision and hearing abilities are needed for reading documents, viewing screens, and communicating effectively.
- **Driving Proficiency (if applicable):** Possession of a valid driver's license and proficiency in driving might be necessary for church-related operations or events.

Accommodations: Pine Hills Church is committed to providing reasonable accommodations to qualified individuals with disabilities and ensuring equal access to employment opportunities. If you require an accommodation to perform the essential functions of this position, please inform us of your needs during the application process or to discuss possible accommodations.

JOB DESCRIPTION ACKNOWLEDGEMENT

I have reviewed this job description, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of PHC without it being specifically included

in the job description. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Executive staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)