



SECOND  
PRESBYTERIAN  
CHURCH

| Second Presbyterian Church, Indianapolis: Position Description  |                                    |                   |                       |
|---|------------------------------------|-------------------|-----------------------|
| Coordinator for Engagement  |                                    |                   |                       |
| <b>Reports to:</b>  | Associate Pastor of Engagement     | <b>Effective:</b> | <b>August 4, 2022</b> |
|   |                                    | <b>Updated:</b>   | <b>August 4, 2022</b> |
| <b>Also Supports:</b>   | Director of Young Adult Engagement | <b>Status:</b>    | Full-time             |
|   |                                    | <b>FLSA:</b>      | Exempt                |
|   |                                    |                   |                       |
| <b>Job Summary:</b>   |                                    |                   |                       |
| The Coordinator for Engagement is responsible for connecting with guests and prospective new members as well as helping those new members connect more deeply with Second Presbyterian Church. They also serve as administrative support for the Associate Pastor of Engagement, the Director of Young Adult Engagement, and Engagement Committee ministries.   |                                    |                   |                       |
| <b>Essential Functions:</b>   |                                    |                   |                       |
| <b>Coordinate the Process of Welcome</b>  |                                    |                   |                       |
| <ul style="list-style-type: none"><li>• Coordinate and champion our guest processes</li><li>• Track guest records, follow-up contact process, conversations, and invitations to deeper engagement</li><li>• Provide monthly report to pastoral staff to track growth and areas for improvement</li><li>• Create a system for engaging pastoral staff in weekly outreach to guests and new members; ensuring a process is created for tracking those interactions</li><li>• Keep prospect and membership information up to date in church database</li></ul> |                                    |                   |                       |
| <b>Provide Support to Welcome, Hospitality, and Ambassador Teams</b>  |                                    |                   |                       |
| <ul style="list-style-type: none"><li>• Prepare visit list for Monday morning's welcome team with directions and delivery materials</li><li>• Supervise, schedule, support and ensure Hospitality team has what they need for Sunday mornings and large congregational events</li><li>• Supervise Ambassadors Team and coordinate/provide relevant materials for team prior to them making phone calls to potential new members; answer their questions and support as needed</li></ul>   |                                    |                   |                       |
| <b>Cultivate and Manage Meaningful Spaces for the Membership Classes</b>  |                                    |                   |                       |
| <ul style="list-style-type: none"><li>• Shape personal and engaging invitations for potential new members</li><li>• Plan and cultivate a thoughtful space for gathering for new member classes (food, décor, etc.)</li><li>• Prepare any print materials</li><li>• Work with appropriate pastors to ensure appropriate follow-up and invitations occur after joining</li></ul>  |                                    |                   |                       |
| <b>Be a Welcoming Presence and Relationally Focused, internally and externally</b>  |                                    |                   |                       |
| <ul style="list-style-type: none"><li>• Work creatively and collaboratively with staff to build systems that work for keeping track of each child of God who comes through our doors</li><li>• Be a hospitable and engaging presence for guests and new members so they feel comfortable, welcome, and excited to return</li></ul>  |                                    |                   |                       |

**Other Responsibilities:**

- Act as administrative lead for the Associate Pastor of Engagement, Director of Young Adult Engagement and Engagement Committee ministries.
- Coordinate and plan Engagement events/ministries (e.g., researching event locations, working with vendors, processing event registrations and correspondence)
- Create/update records in membership database, process marriage licenses, prepare and submit monthly and annual membership reports.
- Encourage staff to fully utilize church database as is relevant for their ministry area

**Minimum Qualifications:**

- Excellent written and verbal communication skills.
- Familiarity with databases, a desire to learn new databases, and the skills to do so quickly.
- Must have own transportation.
- Deep faith in Jesus Christ, Christian values, strong interpersonal skills, and personal integrity.
- Available to work a half-day on Sunday mornings as requested.

**Physical Qualifications:**

- Able to move freely in and out of different settings (homes, church, businesses)

**Core Competencies:**

**Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the congregation; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.

**Attention to Detail:** Consistently attends to the many small pieces which must be assembled into an organized whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.

**Initiative:** Enjoys working hard; is action-oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seizes opportunities; sets demanding but achievable objectives for self and others

**Hospitality:** Generates a sense of hospitality by his or her very presence; communicates a sense of warmth, openness and approachability; fosters natural connections between members of the congregation and with visitors; supports a culture of welcoming and belonging in the life of the congregation.

**Influencing Others:** Encourages others to cooperate, participate, provide resources or make decisions, in service to the work at hand; uses verbal and nonverbal skills to communicate respect for others, and to generate energy passion and commitment to an idea; creates an environment that others want to participate in.

**Decision Making and Problem Solving:** Uses sound logic to approach difficult problems and apply effective solutions; can comfortably handle risk and uncertainty; is flexible; can distinguish between symptoms, causes and implied solutions; decides in a timely manner based upon a blend of research, experience, risk-taking and judgment.

**Spiritual Maturity:** Shows strong personal depth and spiritual grounding; demonstrates integrity by walking the talk, and by responding with a constancy of purpose; is seen by others as trustworthy and authentic; nurtures a rich spiritual life; seeks the wisdom and guidance of appropriate mentors; is able to articulate a clear and consistent theology.

**Disclaimer:**

The above is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. This job description is subject to change at any time.