



**Job Title**      Connections Coordinator

**Department**   Connections

**Status**

Part-Time, \$20-22 hr.

**Reports to**      Service Director

**Approval Date:** 07/01/2026

#### **JOB SUMMARY:**

The Connections Coordinator helps people connect, take their next step, and move into the life of Olive Branch, so no one falls through the cracks. In partnership with the First Impressions Team, this role collaborates on the overall first-time guest experience and owns the pathway that follows it: guest follow-up, First Step Sunday, new believer follow up, baptism, partnership (membership), Starting Point and Keystone studies. The role also keeps a close watch on these connection points, working to strengthen the guest experience, the follow-up process, and the pathway over time.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**1. Building and leading volunteer teams, which includes:**

- Develops and empowers volunteers to do the ministry work, recruiting and training teams that own guest follow-up, the membership process, and connections. Success is a healthy team doing the ministry, not one person carrying it.

**2. Welcoming first-time guests and helping them take a first step, in partnership with the First Impressions Team, which includes:**

- Collaborates with the First Impressions Team on the overall first-time guest experience at weekend services and runs the weekly first-time guest follow-up process (email, text, phone, new cookie welcome, etc).
- Plans and runs the monthly First Step Sunday, helping new people find their next step.
- Maintains guest return and retention lists so follow-up doesn't slip.

**3. Guiding people to their next steps of spiritual growth, which includes:**

- Oversees the Next Step Pathway (Starting Point, Keystone studies, and the Next Workshop), keeping registrations, communication, and logistics on a predictable rhythm.
- Follows up with those who respond to Christ, helping new believers take their next step.
- Coordinates the Partnership (membership) process end to end: the Member Class, requirements, Commitment Form, and Member Vision Event.

- Coordinates baptism sign-ups, preparation, scheduling, and day-of logistics with the appropriate staff, then follows up so every decision is celebrated and recorded.
- 4. **Connecting people into community and serving, which includes:**
  - Guides new people toward a Small Group and a first place to serve.
  - Makes warm, personal handoffs to the group and ministry leaders who own those areas, then confirms the connection actually happened.
- 5. **Strengthening the pathway over time, which includes:**
  - Evaluates and improves the guest experience, follow-up process, and overall pathway, looking for ways to help people connect and keep moving forward.
- 6. **General responsibilities:**
  - Participates in staff development, collaboration, and special planning seasons (Christmas, Easter, etc.) as scheduled.
  - Active member of Olive Branch Community Church; supports and participates in church services.
  - Supports and participates in events and activities as appropriate or as requested by Supervisor.
  - Performs other duties as assigned.

**EDUCATION and/or EXPERIENCE REQUIRED:**

- High school diploma or equivalent
- 1-2 years in ministry, guest services, hospitality, or volunteer coordination preferred. (experience)
- Planning Center experience preferred, willingness to learn it will be required.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Uphold and support the Mission and Core Values of Olive Branch.
- A warm, relational people-person who follows through, with strong attention to detail.
- Strong organizational, verbal, and written skills.
- Comfortable making personal outreach: calls, texts, and welcoming people face to face.
- A passion for helping people connect, belong, and take their next step in the local church.
- Team player able to collaborate across ministries and build and support volunteer teams.
- Able to handle confidential matters with discretion and excellence.
- Self-motivated, flexible, and honest, with a servant heart and Christ-like attitude.
- Signed statement of faith and completed partnership (membership) requirements (or able to complete them within 60 days of being hired).

**SUPERVISORY RESPONSIBILITIES:** This position leads volunteers, and related vendors.

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

While performing the duties of this job the employee is regularly required to stand, walk, sit, and requires sufficient hand, arm, and finger dexterity to operate machines. Requires physical work; some lifting, pushing, or pulling of objects up to 25 pounds. Requires visual acuity to read words and numbers and speaking and hearing ability sufficient to communicate in person or over the phone.

**ADA:** The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990. This job description will be reviewed periodically as duties and responsibilities change with business necessity.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work involves possible exposure to unusual elements such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors. The noise level in the work environment is usually moderate but can be loud at times.

**OLIVE BRANCH EMPLOYMENT STATEMENT:** Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. All terms and conditions of Olive Branch's at-will employment, duties, and responsibilities are subject to the Olive Branch Employee Handbook.

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Employee Name (Please Print)

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Employee Signature

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Date

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Supervisor Signature

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Date