



## **Engagement Coordinator**

**Job Title:** Engagement Coordinator

**Status:** Part-Time

**Salary Band:** \$15-\$17 per hour

**Department:** Engagement

**Supervisor Title:** Executive Pastor of Engagement

---

### **Position Summary:**

The **Engagement Coordinator** is responsible for creating exceptional first impressions and helping people take their next step at Mercy Road Church. This individual executes engagement workflows, provides timely follow-up to guests/attendees, facilitates First Step experiences, and supports the administrative functions of the Engagement Ministry. With a focus on hospitality, organization, and disciple-making, this role helps move people from attending to belonging.

---

### **Key Responsibilities:**

#### **Guest Engagement & Follow-Up**

- Execute weekly follow-up workflows for all Connect Cards, baptism requests, prayer requests, and digital engagement forms.
- Contact guests/attendees through phone calls, texts, emails, and handwritten notes.
- Ensure every guest receives timely and meaningful communication within 24-48 hours.
- Track engagement activities and maintain accurate records within church management systems.
- Assist individuals in identifying and taking their next step in the life of the church.

#### **Baptism, Prayer & Next Steps Coordination**

- Serve as the primary point of contact for baptism inquiries and requests.
- Coordinate baptism conversations, scheduling, communication, and event logistics.
- Monitor and respond appropriately to prayer requests, ensuring urgent care needs are communicated to pastoral staff.

- Connect individuals to groups, serving opportunities, and ministry environments.

### **First Step Leadership**

- Plan, coordinate, and facilitate First Step gatherings.
- Manage registration, attendance tracking, hospitality, materials, and follow-up.
- Communicate with attendees before and after each First Step event.
- Help attendees discover opportunities to connect, serve, and grow spiritually.

### **Administrative & Ministry Support**

- Support the Engagement Pastor with ministry administration and project coordination.
- Maintain engagement databases, reports, and communication records.
- Assist with scheduling meetings, preparing materials, and coordinating ministry initiatives.
- Track key engagement metrics and provide regular reports.
- Help ensure ministry systems and workflows are executed with excellence.

### **Volunteer & Hospitality Support**

- Assist with recruiting and onboarding volunteers for engagement-related ministries.
- Coordinate guest experience volunteers as assigned.
- Support volunteer appreciation and communication efforts.
- Collaborate with ministry leaders to ensure guests are connected to appropriate ministry opportunities.

### **Policy, Safety & Compliance**

- Coordinate the background check and application process for volunteers as required.
- Ensure all volunteers are informed about and compliant with safety policies and training requirements.

### **Collaboration & Church-Wide Support**

- Participate in staff meetings and ministry planning discussions.
  - Support church-wide events, outreach initiatives, and special services.
  - Collaborate with ministry teams to ensure a seamless experience for guests and attendees.
-

## Qualifications:

- **Education:** High school diploma or equivalent required; bachelor's degree in ministry, communications, business administration, or related field preferred.
  - **Experience:** 1-2 years of experience in ministry, customer service, administration, project management, or related fields preferred.
  - **Skills:**
    - Strong interpersonal and communication skills.
    - Exceptional organizational and administrative abilities.
    - Ability to manage multiple projects and deadlines simultaneously.
    - Proficiency in Microsoft Office, Google Workspace, and church management software.
    - Strong attention to detail and follow-through.
  - **Personal Attributes:**
    - Friendly, welcoming, and highly relational.
    - Passionate about helping people take their next step with Jesus.
    - Self-starter who thrives in a team environment.
    - Professional, dependable, and able to maintain confidentiality.
    - Fully aligned with the mission, vision, values, and beliefs of Mercy Road Church.
- 

## Working Conditions:

- **Schedule:** 20 hours a week. Hybrid, Monday–Thursday, 10:00 AM–3:00 PM and 2nd Sundays 7 AM–1 PM
- **Blackout Days:** Week of Easter, Birthday Bash (Last week of July), Week leading up to Christmas
- **Additional Hours:** Occasional evenings or weekends for church events, trainings, or special services.
- **Environment:** Collaborative, fast-paced church office and ministry setting.