



Position: Next Step Guide Lead

Description: The Next Steps Guide Lead oversees the relational intake and follow-up systems of theCHURCH during the week. This role ensures that phone calls, emails, texts, and in-person inquiries are handled with clarity, consistency, and care, and that individuals are guided to appropriate next steps using established systems and workflows.

This position leads and supports the Next Steps Guide team, ensuring timely communication, accurate data, and dependable follow-through.

Time: 16+ Hours Per Week (Part-time Paid)

Reports to: Ministry Operations Coordinator (MOC)

Duties:

1. Intake & Communication Management
 - Serve as the primary point of contact for incoming phone calls, emails, texts, and walk-ins during office hours
 - Ensure all inquiries are acknowledged and routed appropriately
 - Maintain consistent coverage for weekday intake needs
2. Next Steps Process Oversight
 - Oversee follow-up processes for new attenders, partners, and general inquiries
 - Ensure next steps are communicated clearly and consistently
 - Coordinate handoffs to staff or ministry leaders when required
3. Systems & Workflow Ownership
 - Own next steps–related workflows within Planning Center
 - Monitor and manage inboxes and communication queues daily
 - Ensure accurate documentation, notes, and follow-up timelines
4. Team Leadership & Training
 - Lead, schedule, and support the Next Steps Guide team
 - Train guides on systems, workflows, and expectations
 - Serve as the escalation point for complex or unresolved inquiries
5. Pastoral Administrative Support
 - Assist pastors with administrative and coordination tasks that support their ministry but do not require pastoral authority or discretion
 - Manage scheduling support, basic correspondence, document preparation, and information routing as assigned by the MOC
 - Prepare and organize materials for meetings, follow-ups, or ministry initiatives
 - Track and manage non-confidential follow-up items on behalf of pastors (calls, emails, handoffs, reminders)
 - Ensure accurate documentation.



Core Competencies:

- **Partnership:** Active partnership with theCHURCH is required.
- **Communication:** Clear and effective written and verbal communication.
- **Interpersonal Skills:** Ability to connect with people, show empathy, and maintain an approachable, personable presence. Highly organized with excellent follow-through. Comfortable leading volunteers and coordinating schedules. Professional discretion when handling sensitive information. Strong relational and customer-service skills.
- **Organization:** Strong attention to detail and the ability to manage multiple tasks and deadlines.
- **Administrative Skills:** Competency in data entry, record keeping, and administrative processes. Proficient (or willing to become proficient) in Planning Center and communication tools.
- **Teamwork:** Ability to collaborate well with others.
- **Initiative:** Comfortable working independently and taking ownership of tasks.

Win Statement:

You win when communication is timely, follow-up is consistent, data is accurate, and people experience a clear and helpful first connection with theCHURCH.