



Connections Coordinator

ROLE DESCRIPTION

The Connections Coordinator helps people move from guest to community by creating clear, intentional pathways into the life of the church. Through hospitality, volunteer leadership, follow-up, and thoughtful systems, this role ensures that every person feels seen, welcomed, and invited into deeper life with Christ. From first impressions to membership, this role helps shape an experience that reflects the vision, mission, and values of LIFEGATE and inspires people to live the Made Alive life in Christ.

RESPONSIBILITIES

ENVISION AND MODEL A LIFE COMMITTED TO THE VALUES OF LIFEGATE

- Coram Deo: We live with God as our witness. Behold the cross.
- Shared Weight: Together, we bear the weight. Together, we share the joy.
- Fortitude: We show up full measure. We do what it takes.
- Future Forward: We stay curious. We find the better win.
- Radical Hospitality: We make room at the table. Honor every story.

DEMONSTRATE COMMITMENT TO LIFEGATE VISION & MISSION

- Pursue church membership and commit to the seven distinct practices in Romans 12:9-13: Worship, Word, Presence, Prayer, Service, Generosity, Hospitality.
- Be an active, engaged participant during Sunday Gatherings and at church-wide, all-hands-on-deck events (Christmas Eve, Easter Gatherings, First Wednesday Prayer Nights, etc.).
- Build a pipeline of leaders and volunteers, multiplying the vision to plant more congregations.

RECRUIT, ENVISION, EQUIP & DEVELOP VOLUNTEER TEAMS

- Build and lead volunteer teams across all areas of Connections, including hosts, greeters, coffee, and follow-up.
- Coach volunteers to uphold best practices and standards
- Build a culture defined by love and unity, fostering a sense of team.
- Cast vision for volunteerism, regularly sharing testimonies and celebrating wins.
- Provide direction, coaching, and pastoral care / support for volunteers.
- Serve as a resource to leaders for concerns or escalated matters.
- Establish a system to monitor leader performance and development goals.

LEAD NEW GUEST INTEGRATION & FOLLOW-UP

- Ensure every new guest is welcomed, honored, and invited into the life of the church.
- Oversee and maintain systems that capture guest information, initiate follow-up, and encourage next steps.
- Partner with staff and volunteers to host connection points, welcome events, and follow-up touchpoints.
- Track metrics and evaluate outcomes to continually strengthen the guest-to-family journey.

OVERSEE GUEST CONNECTION PATHWAYS

- Create intentional connection environments that help guests move from first visit to meaningful engagement.
- Oversee Connect in 10 after every gathering, ensuring it is welcoming and staffed with the right people.
- Partner with the Guest Service Director to support a seamless experience from arrival through post-gathering.
- Collaborate with the Communications Coordinator to ensure connection next steps (signage, messaging, and invitations) are clear and actionable.
- Ensure every connection point communicates intentionality, helping guests take next steps into community.

LEAD MEMBERSHIP PATHWAY & PARTICIPATION

- Oversee the membership process, from interest to completion.
- Coordinate classes, resources, and conversations that communicate LIFEGATE's mission, values, and vision.
- Maintain up-to-date membership records and ensure thoughtful follow-up.
- Collaborate with ministry leaders to connect members into community, service, and spiritual growth opportunities.

COMPLETE OTHER TASKS & ADMINISTRATIVE RESPONSIBILITIES WITH EXCELLENCE

- Ensure cleanliness and organizations of all hospitality rooms and storages.
- Manage the department operating budget and ensure it is managed at (or under) allocation.
- Provide accurate, timely responses with professionalism to all communication (phone, email, Teams, etc.).
- Build trust by maintaining appropriate confidence of information.
- Perform other duties and tasks as assigned.

SERVE AS A FANTASTIC TEAMMATE TO COWORKERS AT LIFEGATE

- Demonstrate loyalty to the Spiritual Formation & Next Steps Pastor and teammates in action and word.
- Pursue and uphold relational unity with teammates.
- Make assists for teammates to facilitate churchwide wins.
- Place the team agenda before your own agenda.
- Uphold the six commitments of trust and trustworthiness.

RELATIONSHIPS

SPIRITUAL FORMATION & NEXT STEPS PASTOR: The Connections Coordinator reports directly to the Spiritual Formation & Next Steps Pastor, who is ultimately responsible for all that takes place in Connections. As such, the Connections Coordinator is expected to learn from and be responsive to him/her in all areas of ministry vision, direction, and coaching while striving for a healthy Christ-like relationship characterized by love, truth, and unity.

STAFF & VOLUNTEERS: The Connections Coordinator should embody and exhibit servant leadership in all interactions with other ministry leaders and staff; supporting them and building a culture defined by love in every interaction.

STRATEGY & OPERATIONS PASTOR: The Strategy & Operations Pastor is responsible for ensuring all human resources across LIFEGATE are in alignment with the character, values and competence expected of staff. The Connections Coordinator should comply in a godly and humble manner with all efforts from the Strategy & Operations Pastor to evaluate, train, equip and develop him/her as a staff member.

CORE COMPETENCIES

CUSTOMER FOCUS: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

BUILDING EFFECTIVE TEAMS: Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.

INTERPERSONAL SAVVY: Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

MANAGING AND MEASURING WORK: Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

ORGANIZING: Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.

CALLING

A calling to serve in this position as discerned by both LIFEGATE and the individual.

POSITION TYPE: Part-Time; Non-Exempt
HOURS PER WEEK: 20
SALARY RANGE: \$23,000 - \$26,000 / Annual