

MISSION:

To love and lead people to a life-changing connection with Christ.

PURPOSE:

The Next Steps Coordinator (NSC) is responsible for coordinating and supporting all church-wide assimilation efforts through the Next Steps Department. This role plays a critical part in moving people from first-time guests to fully engaged members of the church through connection opportunities, systems, and relational follow-up. The NSC coordinates with ministry leads to ensure that every person has a seamless and welcoming experience on their journey to serving on a team and joining a group.

This position emphasizes both administrative excellence and relational connection, helping Centerpoint Church fulfill its mission of loving and leading people to a life changing connection with Christ.

ACCOUNTABILITY:

The NSC is accountable to the Next Steps Director, including weekly 1-on-1 meetings and performance reviews, and oversees volunteers who help implement the assimilation strategy.

CULTURE & FIT

We are looking for someone who is:

- Passionate about people finding belonging in the church
- Relational, fun, and welcoming
- Highly organized and administratively sharp
- Comfortable leading volunteers and managing systems
- A self-starter who thrives in both collaborative and independent work environments
- Aligned with the values and beliefs of Centerpoint Church and the Free Methodist Church

This person sees ministry as both a calling and a joy, combining a heart for discipleship with a mind for systems and process.

KEY RESULT AREAS:**1) Guest Assimilation & Follow-Up**

- a) Implement and maintain a clear, church-wide assimilation process, collaborating cross-departmentally as needed
- b) Track guest engagement from first visit through fully connected
- c) Ensure timely and relational follow-up occurs for every new guest
- d) Coordinate with ministries and staff to collect accurate data and ensure appropriate follow-up is happening
- e) Collaborate with Guest Experience regarding the Welcome Center to improve processes as needed
- f) Train and schedule volunteers to implement the assimilation process
- g) Provide assimilation metrics to the Next Steps Director

Success is measured by:

- % of connection cards followed up with within 72 hours
- % of new guests who take a next step (e.g., DCPL, group, or team)

2) Discover Centerpoint Lunch (DCPL) Oversight

- a) Coordinate all logistics (registration, facility needs, food)
- b) Schedule needed teams and pastors for the lunch
- c) Ensure all new families are invited, partnering with CP Kids team to identify guests
- d) Communicate agenda and responsibilities clearly to applicable staff and team leads
- e) Communicate effectively with participants before and follow up after

Success is measured by:

- Registration vs. Check-in rate
- % of attendees who take a next step (i.e. connection card, Grow Track, serving, groups)

3) CP Grow Track Oversight

- a) Manage all administrative aspects of Grow Track (registration, supplies, scheduling)
- b) Communicate effectively with participants before and after each session
- c) Maintain and refine Grow Track systems in Rock RMS (i.e. automations, resources)
- d) Oversee volunteer team
- e) Ensure a welcoming and organized experience each session
- f) Coordinate follow-up and team onboarding between attendees and ministry leads

Success is measured by:

- Registration vs. check-in rate
- % of Grow Track attendees joining teams

4) Systems & Support

- a) Monitor and maintain updated records, form submissions, and workflows as it pertains to the assimilation process
- b) Support cross-departmental communication and team collaborations
- c) Suggest process improvements and system enhancements

Tools:

- Rock RMS (database, scheduling, and communication)
- Google Suite (email, drive, internal communication)
- Wrike (project management)

Additional Responsibilities:

- 1) Conducts themselves in a Christ-like manner.
- 2) Is called to serve the body of believers and to encourage them in their faith as a “God-ordained minister.”
- 3) Counsels, prays for, and serves those in need physically and spiritually.
- 4) Follow all policies and procedures
- 5) Other duties as assigned.

TIME EXPECTATIONS:

This is a 20 hour per week position, including Sundays. Potential to increase hours.

CONDITIONS OF EMPLOYMENT:

Candidates must be cleared through the background check process

Employees will be members of the local church and amenable to the values and doctrine of the Free Methodist Church

Be respectful and kind in all your dealings with staff, volunteers, and the people we serve

Develop your unique voice within the team

Read, agree, and abide by the policies of our Employee Handbook

Ability to stand for long periods of time depending on events (up to 8 hours with breaks)

Ability to lift 25 pounds

Centerpoint Church maintains an “employment at will” policy. This means that just as you are free to end your employment with Centerpoint at any time for any reason, Centerpoint is also free to end the employment relationship with you at any time for any reason, with or without cause or advance notice, as long as we do not violate any applicable federal or state laws.

By signing below, I certify that I have read the above information and understand that my employment with Centerpoint Ministries is at-will.

_____	_____	_____
Employee Name (Print)	Employee Signature	Date

_____	_____	_____
Supervisor (Print)	Supervisor Signature	Date