

Job Description

TITLE: Engagement Coordinator	SUPERVISOR: Director of Engagement & People Development
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PURPOSE STATEMENT:
The Engagement Coordinator is a vital position at Pathfinder, responsible for welcoming and engaging guests and current attendees and connecting them to opportunities and events that assist them in taking their next step in toward Whole Life at Pathfinder.

- ATTRIBUTES:**
- **People-centered.** Converses easily and comfortably with people of all ages, temperaments, and stages of their Christian walk, creating a welcoming and inclusive atmosphere.
 - **Catalyst.** Enthusiastic about helping people to connect and grow, with the ability to identify and suggest ways to foster connection.
 - **Driven.** Thrives in a dynamic, fast-paced ministry environment, focused on creating meaningful engagement and lasting impact.
 - **Process-oriented.** Proactively takes initiative to achieve goals, solve challenges, and contribute to Pathfinder’s mission.
 - **Self-starter.** Shows natural initiative to achieve goals, solve problems, and contribute.
 - **Motivator.** Brings an encouraging and uplifting presence that motivates and energizes others.

- RESPONSIBILITIES:**
- Manages Pathways for Guest & Attendee Engagement and Next Steps
 - Oversees the pathways and platforms through which guests and attendees initiate contact with Pathfinder, ensuring no one is overlooked.
 - Cultivates relationships through phone calls, emails, handwritten notes, and occasional coffee meetings to build rapport and guide next steps.
 - Develops and implements a structured schedule for intentional and timely follow-up to assist guests and attendees in taking their next steps, such as volunteering, joining Action Teams, participating in community service, or attending Explore Pathfinder.
 - Notifies appropriate ministries about individuals interested in serving, ensuring smooth coordination and alignment with available opportunities.
 - Ensures that our gateways are reviewed and optimized for maximum engagement.
 - Acts as a Key Administrator of Pathfinder's RMS (Relationship Management System)
 - Creates, modifies, and extracts data-driven reports based on specific engagement criteria.
 - Ensures timely and accurate records in the RMS for all connections and interactions made.

- Proactively Enhances Connection and Engagement Strategies and Processes
 - Demonstrates initiative by proposing creative solutions and innovative ideas to strengthen connection efforts and engagement strategies.
 - Regularly reviews and refines engagement processes to enhance efficiency and effectiveness in connecting with guests and attendees.
- Supports Member Onboarding and Transfers
 - Assists with the onboarding and processing of new members and incoming transfers.
- Additional Engagement Support
 - Plays a key role in Serve Fair and Explore Pathfinder, with responsibilities to be defined as the role evolves.
 - Supports the Director of Engagement with various administrative tasks related to connections, engagement strategies, and team coordination.
- Other Duties as Assigned

WORK SCHEDULE:

Part-time position working approximately 24-28 hours a week. Must have the flexibility to work longer hours and some weekends occasionally.

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS:

- Excellent verbal and written communication skills.
- Possesses a natural ability and delights in talking to people over the phone and in person.
- Proficient in Microsoft Office (Word, Excel, Outlook); experience with RMS or CRM databases, or a willingness to learn new software applications.
- Thrives in a fast-paced environment, managing multiple tasks and systems with attention to detail and efficiency.
- Approachable, flexible, and eager to learn; open to feedback and growth opportunities.
- Able to think on your feet, find solutions, and support the church's mission with initiative and creativity.
- Strong personal commitment to Jesus Christ and a member of Pathfinder, or willing to join.