



**ROCK**  
CHURCH & TRAINING CENTER

**JOB DESCRIPTION**

Position: **Follow up Coordinator**

Reports to: **Pastor of Save, Equip and Send**

Position Status: **Regular Part-Time Non-Exempt**

Department : **Equip**  
Effective: **May 2009**  
Replaces: **All Previous**  
Position Number: **RC-08-09**  
Posting Date: **May 29, 2009**  
1<sup>st</sup> Closing Date: **June 5, 2009**

**Position Summary:**

The incumbent will be responsible for developing a comprehensive follow up tracking system and leading volunteer teams designed to ensure a successful church wide follow up system; incumbent will also ensure altar call respondents (for prayer, rededication or first time commitment) receive a successful follow up experience from initial introduction through the process of growing in their faith through the wide variety of resources available.

**Job Responsibilities and Duties:**

1. Creates, maintains and provides oversight to the infrastructure and volunteer teams needed to provide follow up with those responding to Altar Call.
2. Serves alongside all pertinent departments to help develop follow up processes that are effective within their unique area of ministry.
3. Evaluate the effectiveness of the systems in place to track congregants from Altar Call into ministry and make adjustments a necessary to enhance the system.
4. Establish a follow up timeline with quarterly measurements and check points to show improvement and progress in the follow up process.
5. Provides effective management of and instruction communication to the Altar Call ministry service leaders, co-leaders, and volunteers of follow up systems.
6. Builds collaborating teams to facilitate church wide follow up involving all Rock ministry areas including (but not limited to) Altar Call, Small Groups, Rock U, Youth, etc.
7. Collaborates with the Database Administrator (overseeing Fellowship One) to ensure premium data entry of Rock response forms has been input by Monday evening.
8. Collaborates with the Volunteer Central Coordinator to maximize volunteers for weekly office projects.
9. Responsible for the development and oversight of ministry leaders and volunteers in the Follow-Up Ministry to ensure their experience is in line with a Loving People First culture.
10. Responsible for effective management and Pastoral oversight for Follow-Up volunteer staff; evaluate the effectiveness of the systems in place to track congregants for Follow-Up into ministry and make adjustments as necessary to enhance the system. (This responsibility is considered a Critical System for the Rock and the process is vital to the like and health of those new believers and the Rock's future growth.)
11. Charged with the responsibility of leveraging leadership and volunteers from the Men's and Woman's ministry for optimal **relational follow-up growth**.
12. Responsible for the oversight of all bi-monthly Follow-Up training systems.
13. Collaborate with Altar Call Rock Staff and Altar Call Ministry leaders for the scheduling and implementation of all Altar Call follow up training with existing service leaders and new volunteers

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Pastor of Save, Equip and Send.

### **Job Skills and Requirements:**

1. Associates degree (AA) or equivalent from two-year college or technical school in accounting. Or one year related experience and/or training; or equivalent combination of education and experience.
2. Pleasant personality (i.e., speaking to people on the phone, visitors and staff).
3. Ability to recognize and maintain confidentiality as appropriate.
4. Proficient in MS Window operating system.
5. Strong verbal and written communication skills. Legible writing skills.
6. Strong organizational skills.
7. Self-motivated and flexible.
8. Ability to work independently or in a team-oriented environment.

### **Expectations of Staff:**

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

### **Physical Requirements**

Ability to function independently and ability to speak. Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.