



Job Title: Associate Director of Campus Operations – Northeast

Reports To: Director of Campus Operations

Position Status: Part Time (24 hours per week)

SUMMARY OF POSITION

Mercy Hill Church exists to make disciples and multiply churches. We seek to accomplish this through the Acts 2 Flywheel of Gather, Groups, Give, and Go. Campus Operations is a significant part of the Gather segment of the flywheel, but it influences much of what we do in the other three sections. The Associate Director of Campus Operations is responsible for leading the Operations ministry (which includes Guest Experience, Security, and Facilities) at his or her designated campus. Duties include volunteer recruitment, assimilation, and leadership development. This position is responsible for coordinating the logistics for weekend gatherings at your campus.

CHARACTER

- Models the biblical standard of personal conduct and lifestyle that is expected of all Mercy Hill Church covenant members. (Eph. 4:1)
- Fully participates in the life of the church as an active covenant member by gathering, grouping, giving, and going. (Acts 2:42)
- Submits to and supports the leadership of the church elders. (Heb. 13:17)
- Demonstrates integrity in all facets of life. (Psalms 101:2, 119:1; Prov. 10:9)
- Glorifies God with the humble use of spiritual gifts. (Rom. 12:3-8)
- Pursues an active relationship with God through prayer and the Word. (Rom. 12:12, Col. 4:2)
- Demonstrates an eagerness to repent and believe the gospel. (Matthew 3:8; Mark 1:15)
- Gives regularly and generously of time, talent, and treasure to Mercy Hill Church. (Prov. 11:24-25; Matthew 6:19-21; Acts 20:35)
- Pursues a healthy lifestyle by treating the body as the temple of the Holy Spirit (1 Cor. 6:19-20) and seeks to balance work with rest (Exodus 20:8-11; John 15:5).

CULTURE

1. We think deeply.
2. We are a hungry staff.
3. We are white hot worshippers.
4. We are fun to be around.
5. We are data driven people.
6. We are going to focus what is primary.
7. We build teams.
8. We see an extreme value in the weekend gathering - disciples are made in rows and circles.
9. We are a pragmatic bunch of people.
10. We have courageous faith.



COMPETENCIES:

Job Competencies

- Interpersonal Savvy: Relating comfortably and openly with diverse groups of people.
- Collaborates: Builds partnerships with others to meet shared objectives.
- Ensures Accountability: Holding self and others accountable to meet commitments.
- Demonstrates Self-Awareness: Understands personal strengths and weaknesses.
- Situational Adaptability: Adapts approach and demeanor in real time to match the shifting demands of different situations.
- Communicates Effectively: Uses multi-mode communication that is prompt, clear, honoring, professional.
- Directs Work: Delegates tasks, organizes tasks, and removes obstacles to get work done.
- Drives Results: Consistently achieves results, even in difficult circumstances.

Duties and Responsibilities

1. Focus on and Elevate the Excellence of the Entire Campus (40%)

- a. You will be responsible for creating an appealing and welcoming environment for first time guests, attendees, and teams at the weekend services.
- b. Weekend responsibilities primarily include overseeing the teams under the umbrella of the Campus Operations Ministry.
- c. Identify and activate on improvements across the campus.
- d. Ensure all environments meet Mercy Hill Safety Standards.

2. Build an Incredible Serve Culture (40%)

- a. You will be responsible for leading new volunteers through the Weekender/A1S1 Weekend, helping them connect to the team that best aligns with their gifts and passions.
- b. Ensure scheduling of the teams on a monthly basis through Service Coordinators and Team Leaders.
- c. You will be responsible for identifying and raising up Team Leaders, Service Coordinators, and Campus Coordinators through the Leadership Pipeline.
- d. Invest into the serving experience of the teams to develop a culture of fun and relationships.

3. Complete Administrative and Connection Tasks (15%)

- a. Follow up with First Time Guest coming from weekend services.
- b. Responsible for the execution of Baptism and Communion at your campus.
- c. Delegate lower-involvement campus facility tasks at your campus, ensuring their completion.



- d. You will be responsible for submitting campus-specific metrics in a timely fashion.
- e. This includes, but is not limited to attendance, headcounts, FTG entries, incident reports, work orders, & supply requests.

4. Miscellaneous Responsibilities (5%)

This job description is not meant to be an all-inclusive statement of every duty and responsibility that will be required of an employee in this position. Therefore, additional duties, including but not limited to the following, may be assigned:

- a. Provide assistance with miscellaneous duties during the gathering, including first steps, baptisms, communion, etc.
- b. Host a table or serve at Weekender and/or Vision Summit events.
- c. Assist in various ways with large-scale events like Kids Week, Fall Launch, etc.

Physical Requirements

Essential job function: Duties [1] through [4] are designated as ADA essential functions and must be performed in this job. All other job duties are secondary functions.

1. Ability to continuously stand, sit, and/or walk.
2. Ability to bend, climb stairs, and/or lift occasionally.
3. Ability to lift 5 to 30 pounds occasionally.
4. Ability to squat occasionally.
5. Ability to communicate continuously with other people.
6. Ability to operate computers continuously in order to complete necessary office work.
7. Ability to frequently comprehend physical and/or digital documents and frequently prepare physical and/or digital documents.

Work Environment

1. May occasionally work in temperatures above 95 degrees and below 32 degrees.
2. May occasionally walk on slippery or uneven surfaces.
3. Noise level in the environment is frequently loud.
4. May occasionally work outdoors.
5. May continuously work indoors within closed office spaces.

Office Hours and Work Schedule

1. Office Hours: Weekend Services, and Generally Tuesdays and Wednesdays in Office
2. Holidays: All staff-wide holidays as outlined in the Staff Handbook
3. Time Off: Refer to Staff Handbook

Organizational Relationship

- Primary Supervisor – Director of Campus Operations
- Secondary Supervisor – Senior Director of Campuses



- Works closely with: Northeast Campus Pastor, Campus Operations Team, Connections
- Supervises: Northeast Campus Team Members

This job description is subject to change at any time.

Date

Associate Director of Campus Operations

Date