

Director of Congregational Life

Reports to: Associate Minister

Effective: March 20, 2022

Status: Full-time, salaried

Job Summary: The Director of Congregational Life oversees the smooth and healthy functioning of the church community in support of the First Unitarian Mission Covenant and the Congregation's Strategic Plan. The DCL is key to customer service for staff, church members, and the community. The position requires both attention to detail and the ability to create forward-looking plans that anticipate coming needs. They provide supervision to administrative staff that establishes expectations, supports growth and learning, and creates a positive work environment.

The DCL's primary areas of focus are Administrative Management, Membership Development, and Communications.

Essential Functions:

Administrative Management

- Develop and implement Administrative Policies to be approved by the Executive Team. Attend weekly meetings as part of the Executive Team and keep staff informed of events and decisions that pertain to them.
- Develop and regularly review standards and procedures ensuring effective administrative support of office operations.
- Troubleshoot, resolve, and seek to prevent operational issues that negatively impact program functioning and participant experiences.
- Ensure church records are complete and up to date, including records for the Unitarian Universalist Association.
- Manage full implementation and successful use of Realm Church Management Software to the staff and congregation through the offering of regular trainings and opportunities for further learning.
- As supervisor to the Church Administrator, ensure:
 - Effective management of the church master calendar of activities and building usage.
 - Successful rentals of church spaces to the public.
 - Effective use and administration of the member database.

Membership Development

- Creates a culture of radical welcome and inclusion for visitors and develops and maintains a clear "Journey of Membership" from visitor to member to leader.
- Supports and fosters social bonds through the co-creation of new small group communities, the planning and implementation of one-time, multi-generational events (Easter, Halloween, BBQ, etc), and counseling existing groups through times of change and growth.
- Develops a generous spirit of volunteerism and leadership among our community, supporting leadership development and actively matching volunteers and their interests with our serving teams.
- Guides and supports the Membership Committee in its role of welcoming and integrating new members into the congregation.
 - Meets monthly with Membership Council

- Meets with new members who want a personal guide to assimilation in the church.
 - Schedules and participate in New Member Dinners and New to First U courses.
 - Organizes and participates in New Member Joining Ceremonies.
- Organizes and participates in Connections Sundays, our fall kickoff to programming for all church groups.

Communications

- Orchestrate information flows to create and disseminate an integrated set of communications that addresses the essential information needs of the church community, developing a clear voice for the church that reflects our mission and values.
- Interact with an array of groups and individuals to collect, on a timely basis, information essential to the effective operation of church activities, including orienting new group and program leaders in how to effectively publicize activities and groups.
- Supervise the content and design of the church website.
- Supervise the content and administration of social media accounts and groups.
- Design, layout, edit, produce, and distribute:
 - Monthly newsletter, *The Messenger*, in print and digital form.
 - Weekly newsletter, the *eBroadsheet*, in digital form
 - A weekly *Order of Service* for Sunday services, including inserts as needed
 - Occasional *Orders of Service* for special events, such as Christmas Eve

Core Competencies

- **Interpersonal relationships:** exudes approachability and personal warmth, listens effectively, is comfortable engaging compassionately with the occasional disgruntled person.
- **Organizational skills:** Can facilitate meetings, gather and organize people and resources to get things done; uses resources effectively and efficiently. Demonstrates imagination and creativity.
- **Managing Vision and Purpose:** Articulates and supports the vision and mission of First Unitarian; talks beyond the here and now to a larger sense of purpose.
- **Managing Conflict:** Deals with problems quickly and directly; steps up to conflicts, seeing them as opportunities; settles disputes collaboratively and equitably; finds common ground and gets cooperation.
- **Trust and Integrity:** Is widely trusted; keeps confidences; admits mistakes; shares opinion freely in staff meetings but avoids public disagreement with staff (staff speaks with “one voice”).
- **Program Planning:** able to imagine the details necessary to plan events and meetings, including gathering volunteers to help out, communicating needs with other staff, and making publicity plans
- **Public Speaking:** Able to speak in public from the pulpit and in small and large gatherings

Other Responsibilities, Competencies, and Requirements

The church is a dynamic, changing environment—the ideal candidate will be adaptive and proactive.

- Bachelor’s degree or equivalent experience
- Be a member in good standing of First Unitarian, active in its programs.
- Be willing to work all but one Sunday a month and some evening hours, as well as some office hours.
- Attend weekly Executive Team Meetings, bi-weekly program staff meetings, monthly Staff meetings, and bi-yearly staff retreats.
- Assist in the office when present – answering the door or phone as necessary. Basic general office experience.

- Have effective editorial skills, including copyediting and use of standard grammar, spelling and punctuation. Experience with document layout, graphic design, and photo editing using Adobe Creative Suite.
- Knowledge of and experience with Microsoft Office, Google Suite, databases, website maintenance, email marketing, management of online forms, uploading and embedding videos, and similar applications
- Works efficiently: able to meet deadlines, work within set priorities, and organize effective routines to accomplish goals
- Flexible and independent worker able to discern when to decide based on prior knowledge, and when to ask for clarification or further information
- Excellent customer relations skills to work and collaborate with staff, members, and community members.
- Planning skills that can provide mid- and longer- terms perspectives for church operations
- All new hires at First Unitarian must be fully vaccinated against COVID-19

Physical Requirements

- Able to do computer work requiring extended periods at a workstation.
- Able to work in a conventional office environment.
- Able to move around the church campus. Campus is mostly but not entirely wheelchair accessible.

Cooperative Work Relationships

- Ministers
- Other Church Staff
- Members of the Board of Directors
- Chairs and members of committees and task forces
- Congregational volunteers
- Church members in general