

FIRST UNITARIAN CHURCH  
ROCHESTER, NEW YORK

**POSITION DESCRIPTION**

**TITLE: DIRECTOR OF MEMBER SERVICES**

**PURPOSE:** To deepen congregants' connection to the First Unitarian Church by coordinating their involvement with the Church's ministries. The Director will welcome visitors to the congregation; connect visitors, friends and members to each other and the ministries of the Church. To create a welcoming culture among all members at First Unitarian Church.

**HOURS:** A yearlong position, 15 hrs. per week, understanding that workload will vary above and below the 15 hours depending on season and program demands.

**REQUIREMENT:**

Must be knowledgeable about Unitarian-Universalism and be a member in good standing of a Unitarian-Universalist congregation.

**ACCOUNTABILITY:**

The Parish Co-Ministers will supervise the Director of Member Services. The Parish Co-Ministers will work with the Director to set specific performance goals and will provide the Board with a preliminary evaluation of the Director at six months, and, thereafter, shall evaluate the Director annually.

Vacation and benefits as stipulated by the church's personnel policies.

**DUTIES:**

- Greet and welcome members and visitors before and after Sunday services;
- Conduct adult RE classes to familiarize those interested with Unitarian-Universalism;
- Coordinate activities for newcomers, including arranging signings of the Membership Book and organizing new members' recognition ceremonies;
- Follow-up with newcomers by phone, e-mail and/or in face-to-face meetings;
- Develop process and maintain database to track newcomers and class attendees;
- Administer 6 month follow-up surveys to new members to ensure their integration into the church community;

- Provide support and coordination to Membership Committee;
- Serve as member of ministry team, prepare for and attend regular meetings, implement assigned follow-up activities. Participate in ministerial activities such as retreats, conferences, etc., as requested;
- Design and facilitate hospitality related workshops for congregation;
- Serve on teams for special projects, as assigned by ministers;
- Write monthly newsletter column;
- Write brochures and web site communications related to membership;
- Provide welcome and announcements for Sunday services;
- Design and facilitate training for Sunday Hospitality Team;
- Sponsor new social groups and get them started as needs are identified.