

Tech Director

Status: Full-time

Reports to: Worship Arts Pastor

Employee Classification: Director

Mission, Vision, and Values of Calvary Chapel Oceanside

Calvary Chapel Oceanside (CCO) exists to love God, love people, and make disciples of Jesus Christ. We are intentionally growing a community of people who are following Jesus, being changed daily by Jesus, and who are committed to the mission of Jesus – to make disciples everywhere.

About This Role

As a Technical Director, you will be responsible for leading and managing all audio/video/lighting tech and production at CCO in alignment with our Mission, Vision, and Values. This includes supervising paid and volunteer AVL technicians, maintaining and upgrading related equipment, coordinating event and service setups, discipling and training volunteers, and ensuring the highest technical quality for in-person and online church events. You and your team will understand both the spiritual significance of visually/aurally crafting a meeting place for God and His people, as well as the practical importance of excellence in presenting and delivering the gospel message with power. You will report to the Worship Arts Pastor for support and accountability.

Primary Responsibilities and Tasks

1. Discipleship:
 - a. Provide the best quality of spiritual care to the members of the Tech ministry team, prioritizing and fostering their spiritual health and formation even above the tasks through which they serve the church. *In short, care about the people more than what they do.*
 - b. Actively disciple and mentor volunteers, creating opportunities for prayer, encouragement, and personal growth.
 - c. Model Christlike character, servant leadership, and a teachable attitude in all interactions

2. Leadership:

- a. Assess team health, identifying opportunities for improvement in communication, workflows, and morale.
- b. Build and maintain a healthy and sustainable serving culture that enlists, equips, encourages, and empowers staff and volunteer AVL technicians to grow both spiritually and technically
- c. Develop and implement scalable training programs to equip volunteers with AVL production skills and knowledge pertaining to live audio mixing, lighting design, ProPresenter operation, multi-camera broadcasting, and online streaming.
- d. Identify, recruit, train, empower, monitor, and nurture new team members.
- e. Identify and raise up leaders within the team, creating succession and depth of leadership.

3. Service Planning and Coordination:

- a. Coordinate with the Worship Arts Pastor to ensure that the planning and production of weekend services and special events is seamless and distraction-free.
- b. Coordinate with the Communications team for all weekend media content, ensuring smooth handoffs, proper formatting and testing, and broadcast readiness.
- c. Coordinate AVL setup, support, and strike for all services, events, and productions as needed, ensuring optimal quality and technical execution.
- d. Oversee the scheduling and coordination of tech team members, ensuring adequate coverage for all services and events.

4. Technical Oversight:

- a. Oversee and coordinate the technical aspects of worship services, including audio, lighting, multimedia, live video production, and other relevant elements.
- b. Collaborate with technical staff or volunteers to ensure the smooth operation of AVL equipment during services.
- c. Stay updated on emerging technologies, best practices, and industry trends as it relates to the integration of any multimedia production and programming into our worship services, to enhance the worship experience under the leadership of the Worship Arts Pastor.
- d. Serve as the primary contact for all AVL related inquiries and support requests.
- e. Maintain an up-to-date inventory of all AVL equipment, ensuring compliance with all safety codes and regulations pertaining to AVL equipment and production
- f. Manage and maintain AVL systems, including acquisition, installation, maintenance and repair, and long-term upgrade planning within budgets.

5. Collaborative Engagement:

- a. Work with church leadership to align technical ministry goals with broader church objectives.
- b. Actively support other ministries and departments by providing technical expertise and assistance for events, meetings, and special projects.

- c. Maintain a flexible and servant-hearted approach to supporting the broader mission of CCO, stepping in to assist other teams when needed, even outside of core technical responsibilities.
- d. Participate in staff meetings and other relevant gatherings to contribute to the overall growth of the church.

Note: This job description serves as an overview and is not exhaustive.

Strengths & Skillsets

1. Passionate about bringing God's people close to His heart in and through the use of technology.
2. Technically proficient in live audio, video production, lighting, streaming, and multimedia tools and technologies.
3. Creative thinker who embraces innovation and collaboration
4. A good team player and team builder with experience in supervising, motivating, and encouraging others.
5. Able to keep calm and measured under pressure.
6. Conduct life with the utmost integrity in all situations.
7. Able to maintain confidentiality and discretion.
8. A detail-oriented leader with proven organizational, administrative, and project management skills.
9. Able to set realistic goals and targets and be able to set a pace of work that is sustainable in the long term.

Your Team

This position reports to the Worship Arts Pastor, who reports to the Executive Pastor of Staff under the vision and direction of the Lead Pastor. This position relates to the "Director Team" and includes oversight of paid support staff. You will participate in weekly, monthly, quarterly, and annual CCO Staff meetings as a part of the team as well as coordinate, organize, and lead volunteer team meetings.

Personal Responsibilities

While not specifically related to the job, here are some personal responsibilities of everyone on staff at CCO.

- Maintain God-ordained priorities in your life by putting Jesus first, your spouse second, your children third, and the ministry fourth.
- Give generously back to the Lord and His work here at CCO.
- Be consistently loyal and unified with the vision cast by the leadership of CCO.
- Demonstrate a Christ-like attitude through all interactions with the congregation, volunteers, and staff.

- Build authentic relationships with those far from God, reflecting Christ in our community.
- Consistently engage in Disciple-Making Groups of CCO.

Your Schedule

42.5 hours will be scheduled weekly, spread over 5 days (3 weekdays, Saturday, and Sunday), with flexibility for special events. Weekday hours will be scheduled to include the 9am-2:30pm window of time, when most staff is present.

Tech Director Key Performance Indicators

In addition to the primary responsibilities mentioned in the job description, the following Key Performance Indicators (KPIs) will help measure your effectiveness and success in this role.

1. Discipleship:
 - a. KPI 1: Develop and maintain a strong and unified tech team, characterized by spiritual maturity and discipleship.
 - b. KPI 2: Provide regular mentorship and skill development opportunities for tech team members.
2. Leadership:
 - a. KPI 1: Evaluate the proficiency and confidence of volunteer AVL technicians after training sessions or workshops.
 - b. KPI 2: Receive positive feedback from the congregation and leadership regarding the quality and impact of worship services.
 - c. KPI 3: Monitor the volunteer turnover rate and track volunteer satisfaction with their tech-related responsibilities.
 - i. KPI 3: Maintain a volunteer retention rate of at least 80% annually, supported by positive feedback in volunteer satisfaction surveys.
3. Planning and Coordination:
 - a. KPI 1: Collaborate effectively with ministry leaders to provide tech support as needed, upon approval of the Executive Pastor of staff under the vision and direction of the Lead Pastor.
4. Technical Oversight:
 - a. KPI 1: Measure the overall quality of audio during services and events, ensuring clarity, balance, and appropriate volume levels. This can be evaluated through surveying CCO members and servants on stage, as well as periodic audio evaluations.
 - i. KPI 1: Maintain a minimum average satisfaction score of 4 out of 5 on audio quality from feedback surveys.
 - b. KPI 2: Assess the frequency and severity of equipment issues, tracking repair turnaround time and costs for maintenance or replacement.
 - i. KPI 2: Keep equipment downtime to a minimum, with resolutions completed before the next required use.
 - c. KPI 3: Measure the efficiency and punctuality of a/v setup and strike, ensuring minimal disruption to services and events.
 - i. KPI 3: Complete setup and strike within 45 minutes before and after each service or event, with very limited delays or last-minute issues affecting the start or conclusion.

Tech Director Key Performance Indicators (continued)

5. Collaborative Engagement:

- a. KPI 1: Actively collaborate with other ministry leaders, integrating worship into various ministries and events.
- b. KPI 2: Receive positive feedback from ministry leaders and volunteers on effective collaboration and teamwork.

6. Personal and Professional Growth:

- a. KPI 1: Engage in regular personal and professional development activities, such as attending conferences, workshops, or relevant training, to enhance your skills and knowledge in tech for the church.
- b. KPI 2: Identify areas of improvement within the tech department and implement strategies to enhance efficiency, productivity, and quality.
 - i. KPI 2: Implement at least one process or technological improvement each quarter, resulting in increased efficiency or enhanced tech quality.

Note: These KPIs serve as a guideline to evaluate your performance as a Tech Director. They may vary depending on the specific goals and objectives of the church. Regular performance evaluations and feedback sessions will help to track progress and identify areas for improvement.