Staff Role Description

Database Director

Ministry:	Central
Reports To:	Pastor of Gatherings and Creativity
Average Hours Per Week:	Full-time, 40+ hours/week
Role Type:	Exempt
Last Revision Date:	November 2026

Role Overview

The Database Director provides leadership, oversight, and project management for The Chapel's Rock database, serving as a key bridge between ministry users, internal developers, external agencies, and organizational leadership. This role is responsible for maintaining the integrity, usability, and ongoing development of Rock as The Chapel's church CRM and ministry database.

This person will help ensure that Rock supports ministry effectiveness across The Chapel by protecting data quality, managing development requests, coordinating system improvements, training users, documenting processes, and helping ministries use Rock in ways that are consistent, sustainable, and aligned with churchwide priorities. The Database Director must be both systems-minded and people-minded, able to understand ministry needs, translate them into clear technical requirements, and move projects forward with excellence.

Primary Responsibilities

Rock Database Leadership

- Serve as the primary owner and administrator for The Chapel's Rock database.
- Maintain the integrity, accuracy, consistency, and usability of Rock data across campuses and ministries.
- Develop and maintain standards for how Rock is used across the organization.
- Monitor database health, data quality, duplicate records, outdated records, and inconsistent ministry usage.
- Create and maintain processes for data cleanup, data governance, security, permissions, and long-term system reliability.
- Ensure Rock is being used in a way that supports The Chapel's ministry strategy, operational needs, and relationship-building efforts.
- Stay current on Rock features, releases, community resources, best practices, and opportunities for system improvement.

Database Director

Project Management and Development Coordination

- Receive, evaluate, prioritize, and manage Rock-related development requests from ministries and internal users.
- Meet with ministry leaders and staff to understand needs, define problems, clarify desired outcomes, and gather project requirements.
- Translate ministry requests into clear scopes of work, user stories, workflows, and technical requirements for developers or external agencies.
- Work closely with internal developers and external partners to move development projects forward.
- Manage project timelines, milestones, testing plans, stakeholder communication, and launch expectations.
- Coordinate user acceptance testing and ensure completed work meets ministry needs before launch.
- Track the status of requests, enhancements, bugs, and long-term development priorities.
- Help leadership evaluate which development requests are most strategic and sustainable.

Systems, Workflows, and Ministry Support

- Build, refine, and support Rock workflows, forms, groups, reports, dashboards, communication tools, and ministry processes.
- Help ministries use Rock effectively for people records, groups, attendance, serving teams, events, connection processes, communication, reporting, and follow-up.
- Identify opportunities to automate manual processes and improve ministry efficiency.
- Support the development of dashboards and reports that help leaders make informed ministry decisions.
- Partner with ministry teams to ensure their Rock usage supports clear next steps for people at The Chapel.
- Help troubleshoot issues and provide timely support for staff users.
- Document recurring issues and develop solutions that reduce confusion and repeated support needs.

Training, Documentation, and User Adoption

- Train staff and ministry users on Rock processes, best practices, and new features.
- Create and maintain internal documentation, user guides, training resources, and process maps.
- Communicate system updates, changes, expectations, and best practices to staff.
- Help staff understand not only how to use Rock, but why consistent usage matters for ministry effectiveness.
- Promote a culture of data stewardship, accuracy, and shared ownership across the organization.
- Provide one-on-one support or group training as needed.

Data Governance and Security

- Maintain appropriate user permissions, security roles, and access levels.
- Partner with leadership to define standards for data access, privacy, and responsible use.

Database Director

- Ensure sensitive information is handled with confidentiality and care.
- Review user access regularly and adjust permissions as roles change.
- Help ensure that Rock data and processes comply with organizational policies and applicable privacy expectations.
- Develop clear standards for data entry, record management, naming conventions, tagging, workflows, and reporting.

Key Qualities

- A committed follower of Jesus who supports the mission, vision, values, and beliefs of The Chapel.
- Strong systems thinking and project management ability.
- Experience administering, managing, or supporting a CRM, database, church management system, or similar platform.
- Experience with Rock RMS strongly preferred.
- Ability to understand ministry needs and translate them into clear systems, workflows, and technical requirements.
- Strong communication skills with both technical and non-technical audiences.
- Excellent organizational skills and attention to detail.
- Ability to manage multiple requests, projects, stakeholders, and deadlines.
- Ability to work collaboratively with developers, agencies, ministry leaders, and staff users.
- High level of discretion and confidentiality.
- Comfortable learning new systems and solving complex problems.

Key Competencies

- Database ownership
- Data integrity
- Project management
- Systems thinking
- Technical translation
- Ministry partnership
- Process improvement
- Training and documentation
- Problem solving
- Confidentiality
- Strategic prioritization

Preferred Experience

- 3-5 years of experience in database administration, CRM management, ministry operations, project management, systems support, or related work.
- Experience with Rock RMS, church management systems, or nonprofit CRM systems.
- Experience coordinating software development projects or working with developers.
- Familiarity with workflows, dashboards, reports, data imports/exports, permissions, and system documentation.
- Experience in a church or multi-campus ministry environment preferred.

Database Director

Success in This Role Looks Like

- Rock is trusted as a clean, reliable, and useful source of ministry information.
- Staff understand how to use Rock consistently and effectively.
- Development requests are clearly scoped, prioritized, communicated, and completed.
- Ministries feel supported as they use Rock to move ministry forward.
- Leaders have access to meaningful reports, dashboards, and data insights.
- Internal developers and external agencies receive clear direction and requirements.
- The Chapel's Rock usage becomes more unified, strategic, and sustainable over time.

Cultural Alignment

The Database Director must embody the mission, vision and values of The Chapel, as outlined below, by being a visible example and model to all those within their scope of influence.

Our **MISSION:** *To help people come alive to God! This means we:*

- Carry the Christianity of Jesus
- Pray Heaven to Earth
- Be a Force for Good
- Live as part of a Kingdom Community

Our **VISION**: *To help ignite revival in our church communities, and around the world! Revival happens whenever a group of people, anywhere, at any time, come alive to God. We do this by pursuing:*

- Widespread Spiritual Awakening (All of God)
- Revitalization of the Church (All of us)
- Transformation of Society (All of our world)

Our **VALUES**: *To be a people fully devoted to God and others. We trust God in all things, big and small. We live authentically, never pretending to be something we're not. We embrace life with joy, finding ways to have fun along the way. We do this by:*

- Living All-In: A fully committed people who come in third (God, others, self)
- Having Expectant Faith: He is who he said he is and will do what he said he will do
- Being Authentic: Honest, forthright, plain-spoken and integrity-filled
- Having Fun: Vibrant, winsome, joyful

This role description is meant to describe the general nature and level of responsibilities being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.