



TITLE: Guest Services Coordinator

REPORTING: Campus Pastor

STATUS: Part Time Non Exempt

SIMPLE JOB DESCRIPTION:

Supports the pastoral staff by coordinating Guest Services for engaging attendees towards increasing life-changing faith in Christ.

POSITION DESCRIPTION:

Acts as the primary liaison between the guest services volunteers and campus ministry staff. Plans and coordinates first time attendee welcome, ushers/greeter, service prayer and care team scheduling, communion, security, parking, shuttling and hospitality logistics of our Sunday and special event experiences. Bridges the gap to connect people to growing, serving, and connecting opportunities.

CHARACTER:

Clearly called by God, this person demonstrates the qualities of a follower of Jesus Christ with a passion to love God and love others. Possesses integrity, humility, teach-ability, organization, teamwork, discernment, wisdom and strategic agility. Must work extremely well with others.

SPECIFIC DUTIES:

- Communications Coordination
 - Keeps Next Steps Center, Prayer and Care locations, and materials for connecting with Group Life current and replenished
 - Keeps church-wide events and Hampstead events updated in print communications, room signage, etc. in support of campus administrator communications
- Ministry Support
 - Creates campus environments to promote warm, friendly, energetic encounters that are contagious. Provides an atmosphere where it's easy to invite, connect, grow, serve, and give
 - Oversees the Sunday morning services from the guest services perspective, filling in for absent volunteers and assisting or training as needed
 - With the campus administrator, supports campus connections with attenders and guests in a proactive manner including 1st time visitor follow-up, donor

- relations, PrayNow connections, security team connections, connect card follow up, and campus registrations; oversees receiving and safekeeping of offering
 - Looks for new and better ways of reaching people and making them feel welcome
 - Collaborates with campus staff (Hampstead: Services and Events) and church-wide staff and supports mutual sharing of best practices
 - Recruits and trains new volunteers, develops volunteer leaders, encourages and builds relationships with volunteers regularly
 - Helps campus staff including Service Programming Team to set up groups or events and coordinate tangible/ creative elements pertaining to sermon series
 - Collaborates in preparation for Special Services (Christmas, Easter), for Celebrations and Milestone Moments (Weddings, Memorial Services) and assists with logistics for special service moments (Dedications, Baptisms, Graduations, Launches)
- Administrative Assistance
 - Schedules service and event teams three months, including parking, greeters, hospitality, volunteer central food providers, ushers, next steps, medical response, security, and PrayNow; periodically sends emails to team members to update availability
 - Manages inventory for Guest Services and manage stock for the campus
 - Assists in managing Guest Services budget for the campus
 - Oversees New Members Luncheons and Funeral Luncheons at your campus
 - Spearheads new Guest Services initiatives, policies, procedures, trainings at your campus
 - Serves as wedding coordinator or liaison between couples and campus pastor with event planning for services and receptions
 - Fulfills other assignments when necessary

RESPONSIBILITIES:

- 1. Build Volunteer Team** – Prayerfully recruits volunteer leaders in the areas of welcome, usher/greeters, security, parking, shuttling and hospitality. Invest in the team relationally; get to know them personally, help them to discover their gifting and discern their role within the team. Oversee the recruitment, orientation and ongoing development of volunteers. Coach volunteers to love families inside and outside of Sunday. Provide leadership and oversight necessary to create and maintain a healthy and Christ centered community.
- 2. Participate in Special Events** – Under the direction of the campus pastor and service programming director participate on teams and help organize and execute special events as directed.

- 3. Participate on Teams** – We are one church. Passionately participate on both campus level and church-wide teams as needed to carry out the mission and vision of the church.

QUALIFICATIONS:

1. Education: Undergraduate degree preferred.
2. Experience: Demonstrated ability to work well with people, lead teams and individuals, manage multiple priorities, work with computers, navigate technology tools and understand the adult discipleship process.
3. Requirements: Membership at Crossroads Community Church. Affirmation of the mission, vision, values, and beliefs of Crossroads.

WORK SCHEDULE:

Office hours must be consistent and mutually agreed upon with the campus pastor.