

## DIRECTOR OF GUEST SERVICES

### JOB DESCRIPTION

**Job Title:** Director of Guest Services  
**Status:** 25 Hours per Week  
**Supervisor Title:** Connections Pastor  
**Date Prepared/Revised:** June 26, 2017

The Director of Guest Services leads multiple teams from the parking lot to the auditorium to “create welcoming and comfortable environments so people can become fully engaged followers of Jesus”. This role works directly with the Connections Pastor to oversee, lead, and develop volunteer leaders and ministry teams to ensure that each guest that walks through our doors feels the tangible and intentional love of Jesus in our church.

#### Competencies:

- High level of organization
- Ability to manage multiple projects and processes together
- Independent worker
- Fast paced
- High level computer skills (Microsoft Suite, Google Calendar & Docs - Adobe a plus)
- Excellent communicator – both written and verbal
- Strong interpersonal skills and high emotional IQ
- Ability to delegate and lead teams as necessary

#### Responsibilities:

- Sunday Morning Guest Services Team
  - Develop and enact a plan to ensure that team core values are implemented in every environment
  - Recruit and train leaders for ministry sub-teams
  - Manage communication of information to leaders and team
  - Maintain the Guest Services Handbook and training materials
  - Develop intentional partnerships with RC3 Students and River Kids Guest Services teams to maintain consistency and help one another
- Data Management
  - Develop processes to engage and track Second Time Guests
  - Work with Director of Administration and Accounting to ensure data management and communication processing of first time guests
- Inventory Management
  - Oversee inventory tracking, stock, product usage, and ordering
  - Manage key vendor relationships
- Special Events Teams
  - Develop and lead team to assist with special events on Sunday mornings such as baptisms and communion
  - Assist in creating a consistent Guest Services environments in other church events – ELE, First Step with Paul, GroupLink, etc...

#### Key Strengths:

- Responsibility, Strategic, Developer, Connectedness, and Achiever

#### Personal Responsibilities

- Maintain God ordained priorities in your life by putting Jesus Christ first, your spouse second, your children third and the ministry fourth.
- Give at least 10% of your income to the vision of Rivers Crossing.
- Be loyal to the vision and staff of Rivers Crossing and always protect the unity of the church.
- Invest and invite your 8 to 15 to know Jesus and come to Rivers Crossing.

To apply email your resume to [mjohnson@riverscrossing.com](mailto:mjohnson@riverscrossing.com).