

JOB DESCRIPTION

Job Title: Guest Impressions Coordinator

Manager/Director: Operations Director

Time Required: Tuesday, Thursday, 9a-4p, Weekend Experiences, and Special events

Level: Part Time (18 hours/week)

Date Prepared: 9.2021

Purpose of the Job:

To lead people into a growing relationship with Jesus Christ by ensuring every person who attends our church has a remarkable guest experience

I. Essential Functions and Responsibilities:

- Cast vision for excellence in Guest Impressions with an emphasis on welcoming, informing, and serving each guest. "Super Bowl Sunday"
- Oversee the total guest experience during weekend experiences and special events.

II. Guest Impressions Leadership:

- Cast vision and lead Guest Impressions leaders and volunteers.
- Create a guest service culture by recruiting, training, and developing volunteers.
- Establish and implement quality standards for all Guest Service volunteers.
- Create a volunteer culture with a set of behaviors, terms, and values to ensure the optimal guest experience.
- Ensure consistency in all systems and procedures each weekend.
- Regularly meet with Team Leaders and other volunteers to cast vision, continue training, and build relationships.
- Develop and maintain a recruitment plan and training strategy for new volunteers.
- Schedule regular times of training and vision casting for all volunteers.
- Recruit and develop Guest Services volunteers for leadership roles.
- Develop and manage departmental budget.
- Assist in leading and guiding the overall direction of the church
- Identify the need for and develop new ministries to raise up and train leaders in the Body
- Coordinate signage, parking and volunteers for special events.

III. Additional Responsibilities:

- Develop and maintain communication with other ministry team directors to ensure a seamless experience for our guests.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

IV. Experience and Knowledge Required:

- 3+ years of experience in working closely with and leading people
- 1+ years of experience in leading/serving at Citygate Church
- Excellent written and verbal communication skills with an emphasis on direct guest and volunteer interaction, leading teams and developing leaders

V. Employee's possess and exhibit the following core values in their daily lives:

- Love for God
- Love for People
- Work Ethic that is excellent, protective, and frugal with time and money
- Attitude of a servant, enjoyable to be with and devoted to the call of God and the Church
- Evident call of God on life to full time Ministry and to the vision/mission of Citygate Church
- Live out a life that exemplifies Citygate's mission, vision and 8 gates