

GUEST SERVICES DIRECTOR

North Point Ministries

Job Title: Guest Services Director
Reports To: Director of Ministry Services and/or Service Programming Director

PURPOSE

To lead people into a growing relationship with Jesus Christ by ensuring every guest who comes to our campus on Sunday morning has the best experience possible by leading the Guest Services Team and providing leadership in other environments within North Point Ministries.

ESSENTIAL RESPONSIBILITIES

- Cast vision for excellence in Guest Services with an emphasis on welcoming, informing, and serving each guest
- Oversee the total guest experience on Sunday mornings and during certain special events

Guest Services Leadership:

- Regularly meet with Captains, Coordinators and other volunteers
- Increase the number and use of volunteers in key leadership areas
- Recruit and train new volunteers
- Schedule regular times of training and vision casting for all volunteers
- Recruit and develop new Guest Services volunteer leaders for Captain and Coordinator roles
- Insure consistency in all systems from Sunday to Sunday
- Oversee departmental budget
- Establish relationships with local and state authorities who can help with traffic and security systems
- Supervise police officers and monitor Sunday traffic flow
- Coordinate Communion elements when necessary
- Work closely with the Service Programming Department
- Coordinate guest services for special events (i.e. Classic Christmas, Night of Worship)
- Network with the Guest Services staff from all campuses

Other Leadership:

- Represent all guest-focused areas (Resources, Care, Membership and Baptism, Guest Services) in regular Ministry Leader meetings
- Lead the NEXT environment and assist guests who want more information and want to take a next step
- Interact with other environments to assure a seamless experience for guests attending our church
- Assist in the planning of monthly Team meetings and projects
- Perform other duties as assigned by the Director of Ministry Services and/or Service Programming Director

QUALIFICATIONS

- May require three or more years of experience in working closely with and leading people
- Excellent written and verbal communication skills with an emphasis on direct guest and volunteer interaction and leading staff

HOURS

Regular office hours, Sunday through Thursday
40 hours/week