

Guest Services Coordinator - Job Description

Mission: Helping people find and follow Jesus Christ.

Vision: Transformed lives leaving a godly legacy.

Values: Loving Relationships, Life-Giving Resources, and Life-Changing Experiences.

Report to: Bill Horn

Position Summary: Called and equipped to lead and develop volunteers in our church family to provide a welcoming environment for our guests.

Guest Services Coordinator Role Description

- **Thriving follower of Christ** living by grace and practicing healthy and deep patterns of loving God and loving others.
- **Biblical Integrity** displayed in the balance of progressive results and healthy relationships.
- **A clear example** of what we call each other in the Fellowship family by practicing the practices, submitting to and being sharpened by leadership and living out the call of Christ in daily life. Their way of life is consistent with their ministry calling.
- **An ideal team player** practicing the values of humble, hungry and smart with openness, vulnerability and trust - one who keeps short accounts and supports and encourages their team.
- **Steward of a vision** for their area of responsibility that complements and is consistent with the overall mission and vision of Fellowship.
- **A developer of leaders** committed to making disciples who make disciples through living in community and mentoring others - Identify, inspire, and invite potential leaders into an environment to come and grow in loving, trust-driven opportunities to develop their leadership experience and partnership.
- **Learning and growth** that is responsive to and reflective of our changing ministry environment.
- **Implementer of systems and strategies** to help them lead to a high capacity and finish their ministry objectives. These systems will help them that reach more people for community in Christ, deepen relationships with God, His Word and others and develop leaders for ministry.

Guest Services Ministry Responsibilities

- **Guest Services Team Leaders** - Identify, train, develop, and encourage guest services team leaders.
- **Guest Services Teams** - Recruit, train, lead, develop, and encourage guest services teams in ministry for all-church gatherings, special events, and funerals.
- **Parking Lot through Front Door** - Oversee and organize people and systems for welcoming and serving the family in worship together with thoughtful, authentic, and kind practices. This includes greeting, ushers, communion, prayer partners, etc.
- **Guest Connection** - Continue to develop methods and systems to encourage guests to complete the Welcome Card information and to work with Connections Director to ensure follow-up with all who turn in a card.
- **Hospitality** - Connect with Hospitality Coordinator to facilitate all weekend hospitality services to the church family and leaders.

Ministry Measures

- **Parking Lot through Front Door of Worship Center**
 - Equip and inspire volunteers with life-giving and effective practices for welcoming people with thoughtful, authentic, and kind ways.
 - Help develop welcoming and warm environment in every facet of our weekend and all-church gatherings.
 - Lead inspiring volunteer team meetings.
 - Make welcome center welcoming and attractive, working with Connections Director to provide clear next steps for guests for connection.
 - Develop effective methods for gathering Welcome/Connection Card information.
 - Refine systems for serving with ushering, offering, and communion.