JOB DESCRIPTION

GUEST SERVICES MINISTRY DIRECTOR, NICEVILLE CAMPUS

Position Title: Guest Services Ministry Director

(Part-time, Non-Exempt Position)

Supervisor: Campus Pastor

Purpose: To champion the mission and vision of Crosspoint by creating a welcoming and relational environment where every person who walks through our doors experiences the love of Christ and feels known and valued. This is primarily carried out by overseeing and leading a volunteer led guest services ministry that provides an exceptional Sunday experience, making guests feel welcome and helping them connect with the church community.

PRIMARY DUTIES:

General:

1. Lead the vision, strategy and development of Guest Services by creating meaningful first impressions and cultivating a culture where every interaction reflects the mission, values and heart of the church.
2. Evaluate ministry effectiveness and identify opportunities for improvement.
3. Serve as a dedicated team member, assisting with other tasks as needed.
4. Uphold the Staff Covenant.

Volunteer Development and Leadership:

5. Recruit, train, equip and develop volunteers who have a heart for people and a passion to engage people relationally.
6. Build relationships with volunteers beyond their role by investing in their spiritual growth, personal connection, and unique calling.
7. Create and maintain volunteer schedules, coordinating teams to ensure appropriate staffing for services and events.
8. Develop leaders who can multiply in ministry by identifying emerging leaders, creating clear pathways for growth, and equipping volunteer leaders to care for and disciple their teams.

Sunday Guest Experience:

9. Oversee and coordinate all Guest Services activities on Sundays.
10. Ensure all guest touchpoints are staffed and functioning effectively before, during and after Sunday services.
11. Troubleshoot issues and respond to unexpected needs.
12. Maintain a visible presence throughout the campus and assist where needed.
13. Coordinate with ministry leaders and staff to ensure a seamless Sunday experience.
14. Collaborate with other ministries on campus events, including Candypalooza, Christmas Eve, Easter, Mother's Day, Volunteer Appreciation, Father's Day, and any other special Sundays observed by all Crosspoint Campuses.

Administrative:

15. Maintain volunteer and scheduling records.
16. Participate in staff meetings as requested.
17. Ensure worship venues areas are organized, stocked, and prepared for weekly services.

SKILLS DESIRED:

1. Dedicated Follower of Jesus.
2. Demonstrates a personal commitment to the mission, vision, and values of the church.
3. Strong communication and relational skills.
4. Ability to lead, motivate, and develop volunteer teams.
5. A keen eye for excellence.
6. Friendly, welcoming and service-oriented demeanor.
7. Ability to manage multiple priorities in a fast-paced environment.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

Upon appropriate request, Crosspoint may provide employees with a reasonable accommodation, so long as doing so does not result in undue hardship to the church.

1. Frequently remains in a stationary sitting position at a computer workstation.
2. Frequently remains in a standing position for extended periods during services and events.
3. Frequently travels over common ground and surfaces.
4. Frequently uses near vision to interpret data, etc.
5. Occasionally bends, kneels or crouches.
6. Occasionally reaches with hands and arms.
7. Occasionally lifts and transports moderate weight items under 25 pounds.
8. Works primarily in an indoor environment in an office.

KEY PERFORMANCE MEASUREMENTS:

1. Sunday Guest Services operations run effectively and reflect warmth, excellence, and intentional connection.
2. Volunteer teams are adequately staffed, trained, engaged, and cared for.
3. Guest Services leaders are developed and multiplying.

CONTINUING EDUCATION DESIRED:

Attend position appropriate seminars, workshops and conventions as requested and approved by supervisor.