

### Reports To

Location Pastor with secondary accountability to Director, Guest Services and Events.

### Objective

To inspire and grow a missionally-minded Guest Services team that embodies the servant nature of Jesus. To bring excellence to the coordination and administration of Village Church Guest Service ministries and events at the location level.

### Skills/Qualities

- Catalyzer of people
- Highly organized
- Superior level of customer service and attention to detail
- Excellent written and verbal skills
- Goal oriented
- Ability to take and follow direction
- Fulfills the duties required of Village Church members as outlined in the membership covenant

### Values

- Focused: everything points to Jesus
- Servant: equips the church
- Urgent: acts fast; time is short
- Excellence: never settles
- Learner: student of the Word and culture
- Disciples: personally pursuing a deeper relationship with Christ
- Best Team: a passionate and fun member of the Village family

### Responsibilities

- Responsible for all Guest Service ministry areas at the location level
- Foster a culture of volunteer recruitment by first modeling it for the team
- Inspire team unity and ownership so that volunteers believe deeply that their roles contribute to the mission of Village Church
- Infuse an energy in teams that is infectious and noteworthy to first-time guests
- Lead location's Guest Services volunteer team training in coordination with location Pastor and Director, Guest Services & Events
- Oversee and coordinate the new volunteer process for the location

- Support Guest Services Leads in managing and maintaining groups in Village Connect
- Work with Director to develop strategies and road map for multi-site growth
- Consistently recognize and appreciate volunteers through cards, emails, and personal connection
- Support event promotion initiatives (includes: emailing teams, coordinating promotional materials, etc.)
- Provide oversight and primary administration of all location events and classes in conjunction with the location Pastor and staff
- Crossover responsibilities with central Village Church events, such as: golf tournaments, Annual General Meetings, conferences, retreats, etc.
- Attend events to assist with the facilitation of operations and responds to emergencies, problems, etc.; ensures assigned aspects of events are executed according to plan
- Provide research support and completes tasks required for event execution
- Provide oversight and support for hospitality at meetings and classes
- Organize, maintain, and control product flow for Guest Services storage areas
- Ensure all Guest Services manuals are current and accurate
- Administrate Emergency Response Plan and conduct annual review of plan to ensure accuracy (done in conjunction with Location Pastor, Director and Safety Response Teams)
- Provide support and communication to volunteers (Connect Desk Weekly, communication via Basecamp, etc.)
- Maintain Guest Services and Events inventory by counting stock to determine inventory levels, anticipating needed supplies, placing orders, expediting, and receiving supplies for location
- Ensure all equipment is packed for Sunday ministries (Connect Desk bins, road cases, communion, etc.)
- Strategize and implement efficiencies for storage, transportation, and maintenance of Guest Services supplies for site. Includes contributing to road case planning and design for existing and future sites
- Perform administrative tasks

### Key Results

- Guest Services teams are innovative, healthy, well informed, and equipped to deliver the optimum customer-service experience to guests
- Events are executed with superior administrative attention to detail
- Supplies are well organized and product flow is efficient and cost-effective

### Work Week

- 20-40 hrs/week, Monday-Friday (ability to flex Sunday and evening time with volunteers)