

First Impressions Director

New Life Community Church — Gardner, KS

About New Life Community Church

New Life Community Church is a non-denominational church located in Gardner, a rapidly growing suburb of Kansas City. New Life is passionate about reaching the lost in simple and effective ways. Our mission statement is “Love God. Love People. Nothing else really matters.” NLCC is located in a new 57,000 sq ft facility on a 12-acre campus and is looking to hire leaders who can lead in the present and grow with us into the future.

At NLCC, the desire is to foster an open, collaborative working environment that engages staff and their unique spiritual gifts in the accomplishment of the mission of the church. NLCC’s staff is valued and considered to be the most important asset, provided by God, in the church’s ability to help people Know God, Find Freedom, Discover Purpose, and Make A Difference.

Position Details

Reports To: Associate Pastor of Discipleship

Location: New Life Community Church — Gardner, KS

Classification: Non-Exempt

Employment Type: Regular Part-Time

Hours: 25 hours per week; flexible schedule including Sundays and special events

Date of Last Revision: June 2026

Compensation & Benefits

Salary: \$20 Per hour

Vacation: 5 days during the first year after a 90-day introductory period

Holidays: 10 paid holidays

Benefits

Cell Phone Reimbursement: \$25 per month, paid quarterly

Additional benefits are outlined in the New Life Community Church Staff Policy Manual.

Position Description

The First Impressions Director is a vital ministry staff member at New Life Community Church (NLCC), responsible for creating and overseeing a comprehensive guest experience strategy that ensures every person who walks through our doors feels welcomed, noticed, informed, and connected. Rooted in NLCC's commitment that Everyone Gets Noticed, this role leads the First Impressions Team and oversees the look, feel, and function of the lobby and guest-facing environments.

This position works closely with the Associate Pastor of Discipleship and the Connections team to create seamless Sunday experiences, develop and lead volunteers, and assist with key discipleship events throughout the year.

Primary Task

Work with the Associate Pastor of Discipleship to execute and implement a comprehensive approach surrounding the first impressions and first steps of new attendees. This is grounded in our core value Evangelism (Every Seat Is A Serious Matter) and two core commitments:

- Everyone Gets Noticed — Cast vision for excellence in first impressions with an emphasis on welcoming, informing, and serving each guest.
- Everyone Gets Connected — Begin the follow-up process with each new guest and oversee the handoff to the Connections staff.

Essential Duties & Responsibilities

Volunteer Leadership & Training

- Cast vision and lead First Impressions volunteers and service coordinators
- Establish and implement quality standards for all First Impressions volunteers
- Create a volunteer culture with a set of behaviors, terms, and values to ensure the optimal guest experience
- Recruit, onboard, and develop First Impressions volunteers for leadership roles (including special name tags and welcome goodie bags)
- Find, train, and meet regularly with Service Coordinators for 1-on-1s
- Deliver First Impressions Huddle briefs every Sunday (covering connections tips, weekly announcements, and where help is needed)
- Host First Impressions Summit trainings (2 per year) and Field Trainings (2 per year)
- Plan breakouts for First Impressions coaches during the NLCC Leadership Collective
- Lead Security & Parking team training on safety protocols, gun laws, emergency plans, and active shooter procedures
- Schedule the First Impressions Team monthly
- Participate in conferences and training opportunities to stay current on ministry trends

Sunday Operations & Guest Experience

- Ensure consistency and excellence in all systems and procedures each Sunday
- Coordinate signage, security, parking, and volunteers for weekend services and special events
- Ensure the building premises are guest-ready for weekend services (turn on TVs, iPads, printers, hospitality, etc.)
- Work with leadership on the look, feel, and signage of common area spaces and Welcome Desk areas

- Coordinate pop-up booths and desks for various ministries; cooperate with facilities and creative arts teams for announcements
- Work with other ministries where they overlap (e.g., assist Youth with lining up security)

Coffee Shop & Merchandise

- Maintain inventory of drinks and merchandise
- Keep the coffee shop and merchandise areas aesthetically appealing
- Manage the cash drawer and Lost & Found
- Create monthly and seasonal logos and designs for merchandise
- Communicate with vendors (Fully Promoted) to curate merchandise drops
- Order, pick up, hang, and input new merchandise into Square
- Curate merchandise drops in collaboration with relevant team members

Lobby & Environment

- Order lobby decor and manage storage unit inventory
- Plan, decorate, and execute seasonal and holiday lobby themes (Christmas, Easter, Palm Sunday, Mother's Day, Father's Day, etc.)
- Coordinate and host decoration days with teams
- Maintain lobby trash cans and general tidiness
- Set up and manage photo booths for special Sundays and events

Baptism Support

- Format and print Baptism certificates
- Schedule team members to assist on Baptism Sunday
- Set up Baptism check-in at HQ on the morning of the event
- Check in Baptism attendees

Administration & Collaboration

- Work with the Associate Pastor of Discipleship to develop and manage the departmental budget
- Assist with key discipleship and church-wide special events including baptisms, child dedications, marriage conference, Big Serve, and Family Fest
- Develop plans and procedures to identify and connect with new guests
- Tend the database by merging duplicates, refining workflows, and keeping information current
- Work in concert with the gifts and talents of other staff members and maintain a strong teamwork mentality
- Uphold the character and conduct outlined in the New Life Community Church Staff Policy Manual
- Other duties as assigned

Weekly Schedule

The following are anchors of the weekly schedule. Other hours will flex around the candidate and programming needs:

- Weekend Services: Sundays, 6:30 AM – 1:00 PM (6.5 hours)
- Staff Meetings: Mondays, 10:30 AM – 12:30 PM (2 hours)
- Check-in meeting with Associate Pastor of Discipleship (flexible)
- Mid-week work and preparation (flexible)

Qualifications

Education & Experience

- Proven ability to work effectively with volunteers and leaders
- Strong written and verbal communication skills
- Ability to recognize and create a good aesthetic for environments
- Good conflict management skills
- Proficiency with standard computer and productivity tools
- Must submit to and pass a comprehensive background check

Personal & Spiritual Requirements

- Active, committed follower of Jesus Christ with a clear, observable personal faith
- Member of, or willing to become a member of, New Life Community Church
- Agreement with and commitment to the mission, vision, and values of NLCC
- Lifestyle consistent with NLCC's biblical standards and staff expectations
- Agrees to adhere to the theology and values of NLCC and submit to the direction of the senior pastor, elders, and other leadership

Competencies & Values

- Relational Warmth — A natural gift for making people feel seen, welcomed, and valued
- Organizational Excellence — Ability to manage multiple tasks, deadlines, and details simultaneously
- Eye for Aesthetics — Ability to create and maintain visually engaging environments and guest-facing spaces
- Communication Skills — Strong written and verbal communication; able to lead and inspire volunteers
- Teamwork & Collaboration — Committed to the staff values of NLCC including respect, no gossip, healthy boundaries, and graceful honesty
- Initiative & Ownership — Takes responsibility for ministry outcomes and proactively identifies areas for growth
- Flexibility & Adaptability — Willing to work outside normal hours including Sundays, evenings, and special events
- Confidentiality — Handles sensitive guest and congregant information with discretion and integrity
- Coachable — Able to learn, adapt, and live in a culture of healthy critique and feedback
- Low drama, high-capacity, positive, creative, can-do attitude — no lone rangers

NLCC Staff Commitments

As a member of the NLCC staff team, the First Impressions Director agrees to uphold the following values:

- Have fun together
- Maintain healthy boundaries with the opposite sex
- Not gossip and only speak positively about one another
- Demonstrate respect for each other and each area of ministry
- Have no unresolved conflict
- Work hard and take responsibility to fulfill the vision of NLCC
- Consider all ministry areas with equal value
- Work hard, but protect personal and family time
- Pursue personal, professional, and spiritual growth
- Pray for one another
- Communicate with one another with grace, tact, and honesty

How to Apply

Please send an email to Lucas@NewLifeGardner.com with the subject line “First Impressions Director Application” and include the following:

- Your résumé
- A recent photo of you (and your family if you wish)
- Links to any relevant material (video, audio, references, portfolios, etc.)

Employee Acknowledgment

I have read and understand this Job Description and accept the responsibilities outlined herein.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____

Senior/Executive Pastor Signature: _____