Montgomery Community Church
Position Description

***Title*:** Guest Services Coordinator

Classification: Part-Time, Hourly, Up to 28 hours/week

Benefits: As indicated in the Employee Handbook

Purpose: The primary purpose of this role is to cultivate a welcoming atmosphere of hospitality for everyone who attends a weekend service or event at MCC. The Guest Services Coordinator will lead all MCC Guest Services teams; recruiting, developing, equipping and inspiring team leaders and volunteers to create an engaging environment where all feel welcomed, valued, included and are encouraged and supported in taking a Next Step.

Responsibilities:

1) Lead the implementation of Guest Services functions for MCC.
2) Develop, empower, and provide overall guidance for all Guest Services volunteer leaders and teams which includes coffee, greeter, welcome center, usher, parking, general hospitality, and special events teams (200-300 volunteers).
    a. Recruit, train, and coach diverse volunteer teams
    b. Equip and disciple volunteers so they may grow to be more Christ-like and effectively use their giftedness
    c. Ensure clarity of duties, performance expectations, and accountability processes for all volunteer roles
    d. Maintain a system to solicit feedback, express appreciation, and provide pastoral care to volunteers
3) Must be available at all weekend services to coordinate, trouble shoot and lead guest services functions. Have a well-trained backup or substitute in place when not available.
4) Enable guest services support at funerals and special church events as needed.
5) Available to work occasional evenings as needed to meet ministry goals.
6) Monitor and maintain Guest Services budget, resources, supplies, and supplier relationships within church policies and processes.

Performance Expectations:

1) MCC has a welcoming presence and an inclusive, friendly atmosphere.

2) Guest Services teams are effectively engaging congregants and guests and reflect the diversity of MCC attendees and surrounding local community.
3) Systems and processes created and implemented with the various Guest Services teams run seamlessly.
4) Weekend services and special events are fully staffed in each guest services area as needed.
5) Guest services teams and other ministry partners are working together to create a safe environment where people encounter a Christ-like spirit.

Qualifications:

Knowledge and Experience

1) Guest relations knowledge with at least two years of experience.
2) Associate degree or related experience preferred.
3) Two years of ministry related experience preferred.
4) Requires regular attendance at MCC.
5) Expected to be or become a covenant member of MCC within 9 months of hire date.

Skills

1) Must have a warm, sincere and attentive disposition with an ability to make people feel valued and welcomed.
2) Demonstrated ability to lead and administratively manage large groups of people.
3) Comfortable with identifying, contacting, recruiting, connecting, and training diverse groups of people (e.g. varying age, gender, race, ethnicity, socioeconomic, country of origin, faith tradition, and vocational backgrounds).
4) Demonstrated ability to build engaged, collaborative teams; ability to encourage, effectively grow, coach, and provide corrective feedback in a Christ-like manner to individual volunteers and teams.
5) Experienced with Microsoft Office 365 and has a strong ability to quickly learn and leverage relevant computer/digital programs or technology (e.g. church management system, guest communication platforms...).
6) Must have organizational, multi-tasking, and project management skills.
7) Is agile, able to deal with change and adjust when needed; can work efficiently in a dynamic environment.

Other:

1. Convey MCC's Christian message and carry out its mission by exemplifying and promoting biblical values and fostering life-giving relationships with congregants, visitors, vendors and other staff, while serving in this ministry role.
2. Give full commitment in word and deed to support the vision, mission, values, faith tenants and membership expectations of MCC.
3. Proactively grow and develop own leadership gifts through training opportunities.

Spiritual Gifts:

1) Hospitality
2) Administration

Reports to:
Connections Director