



COMMUNITY
PRESBYTERIAN CHURCH

REPORTS TO: Outreach Pastor

SUMMARY: The Director of Guest Services & Hospitality leads and develops the weekend experience at CPC for worship services, events, celebrations, and other significant hospitality needs.

GUEST SERVICES OVERVIEW: To recruit, train, schedule, and manage volunteer teams that make the weekend experience at CPC welcoming, inviting, and engaging.

Guest Service Teams include:

- Parking Team
- Greeters
- Ushers
- Welcome Center Hosts
- Family Room Hosts
- Guest Meeting Area
- Coffee Hosts
- Special Needs

-Communicate weekly with all Guest Services volunteers to prepare them for services and events

-Work week will be scheduled around the demands of weekend worship services

-Develop the training modules and schedule for each role in the Guest Services area

-Bring Guest Services Teams together as needed (group or individual teams) at least once annually

-Develop leaders of Guest Services Teams, empower them to recruit, train, and manage great teams

-Create a culture of excellence and continuous improvement in all Guest Services

-Utilize technology and master tools to manage communication with and scheduling of volunteers

HOSPITALITY OVERVIEW: Support all ministries of CPC by helping maintain a level of excellent hospitality for large-scale events. Including events surround Weekend Services, Conferences, and other large-scale CPC events taking place on campus.

Events including but not limited to:

- Volunteer Appreciation
- Mother's/Father's Day
- July 4th Weekend
- Christmas
- Easter
- Thanksgiving
- Special Service Tasks
- Church BBQ's
- Large Ladies & Men's Events

-Plan and accommodate a weekly schedule according to the demands of the job

-Create, recruit, inform, and manage volunteers to help execute large-scale events at CPC

-Lead well by inviting leaders to own events at CPC

-Develop relationships and network with vendors, rental companies, etc as needed

-Help maximize resources by utilizing bulk orders across ministries and events as needed

-Provide significant support and resource to the ministries of CPC for large events and celebrations

-Manage the hospitality resources of CPC (kitchens, coffee supplies, tablecloths, décor, silverware, paper goods, etc.) and serve as the liaison between ministries and groups and the facilities staff

QUALIFICATIONS:

- Ability to lead large volunteer teams well by casting vision and managing weekly
- Must be a natural networker who brings people together and enjoys recruiting volunteers
- Has to have an eye for excellence and works well with deadlines
- Team player who is flexible, adaptable, and able to prioritize the big picture
- Must love CPC and have passion for making a great experience for people

TERMS OF EMPLOYMENT:

- 40 hours/week, salary range TBD, standard benefit package