



COMMUNITY  
PRESBYTERIAN CHURCH

## JOB DESCRIPTION

**Title/Position:** Director of Guest Services

**Department:** Connect

**Team Leader:** Jeremiah Ramer

**General Description:** Leading, developing and scheduling teams to provide an excellent weekend experience at CPC as well as managing resources for key events and celebrations.

**CPC's Purpose:** Reaching people and following Jesus.

**CPC's Path:** Worship//Connect//Serve

### Spiritual gifts/qualities desired:

- Recruitment
- Encouragement
- Hospitality
- Enthusiasm & Positive Attitude
- Administration
- Multi-tasking

### THE GUEST SERVICES DIRECTOR IS...

- "Someone who likes to ask people to serve, a recruiter at heart."
- "Someone who enjoys networking and connecting with volunteers."
- "Someone who is relentless in pursuing goals."
- "Someone who has a positive outlook when facing a challenge."
- "Someone who enjoys building teams to accomplish large goals."
- "Someone who enjoys tapping into the potential of volunteers."
- "Someone who enjoys being *the face* of an important piece of the CPC experience."

### GUEST SERVICES @ CPC

Main Objective: To recruit, train, schedule, and manage volunteer teams that help make the *weekend experience* at CPC welcoming, inviting, and engaging.

Guest Service Teams include:

- Parking Team
- Greeters
- Ushers
- Information Center Hosts
- Coffee Brewers
- Coffee Hosts

Communicate weekly with all Guest Services volunteers in order to prepare them for all weekend services or large-scale events at CPC. Communication should vary from email, phone calls, text messages, and meetings as needed.

The Director of Guest Services will schedule their workweek around the demands of the weekend worship services at CPC. This includes Saturday nights and all services on Sundays as needed.

Develop the training modules and schedule for each role in the Guest Services area. Bring Guest Services Teams together as needed as a whole group or as individual teams.

Lead the leaders of each Guest Services Team in an effort to help train and empower them to recruit, train, and manage the very best volunteer teams possible.

Create a culture of excellence and continuous improvement in all Guest Services. This requires awareness and regular evaluation of leaders and volunteer teams.

Utilize technology appropriately. Master CCB (myCPC) or Planning Center in order to manage scheduling for teams. Train leaders and volunteers to utilize myCPC in order to streamline scheduling and proactive calendar management.

### **KEY EVENTS AND CELEBRATIONS @ CPC**

Events often occur off-hours and on days off so it is necessary to 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 in order to execute this role. Help maximize CPC's resources by determining when bulk orders are necessary across different ministries and events.

Be the go-to person who can help provide significant support and resource to the ministries of CPC as they host large events and celebrations. Including but not limited to celebrations honoring departing staff, volunteer appreciation events, and any other events as needed at CPC.

Manage the *hospitality resources* of CPC including kitchens, coffee supplies, table cloths, décor, silverware, paper goods, etc. Serve as the liaison between ministries and groups and the facilities staff by communicating expectations as needed.

Events including but not limited to:

- Volunteer Appreciation
- Mother's & Father's Days
- July 4<sup>th</sup> Weekend
- Christmas Eve & Eve-Eve
- Good Friday & Easter
- Thanksgiving
- Special Weekend Service Tasks
- Church BBQ's
- Large Ladies & Men's Events
- Key Session Event

Send resumes to Jeremiah Ramer [jeremiah@cpcdanville.org](mailto:jeremiah@cpcdanville.org)