

CAMPUS GUEST SERVICES DIRECTOR

Position Objective:

To provide the best member/visitor experience and pastoral leadership to the Guest Services Team.

Position Description:

The Campus Guest Services Director will execute the Sunday experience with support of the Team Leads and volunteers at their campus. This role is focused on hospitality, engagement and leadership. This role is take full ownership of the Guest Services Department at their campus to ensure visitors and members can have a high quality experience.

Qualifications/Abilities:

1. A clear testimony of faith in Jesus Christ and a vital, growing personal relationship with Him
2. Commitment to moral purity
3. Commitment to the mission, vision and culture of Passion Church
4. Ability to lead people spiritually (prayer, worship, devotions, discussions, etc.)
5. Ability to lead and inspire large groups of people
6. Desire for leadership and continually learning new leadership principles
7. Strong communication skills

Responsibilities:

1. Train, equip and empower new and current team leads at your campus to accomplish their tasks and develop their teams while continuously coaching them to improve interactions with our guests
2. Communicate with Connections Director on a weekly basis regarding challenges, wins and ideas to improve the Guest Services Team
3. Infuse the culture of Passion Church into verbiage and interactions as well as teach it to the team leads at your campus
4. Inspect what we expect by following a weekly checklist and taking final responsibility for all Guest Service areas each week
5. Support the creative vision of our Pastor by taking the lead in series specific tasks and themes
6. Communicate with team leads on a weekly basis to ensure they are fully staffed and equipped with the information they need to lead a successful Sunday experience
7. Generate and implement solutions to problems that arise day of
8. Encourage and regularly demonstrate appreciation to the team leads at my campus
9. Attend weekly Lead Meeting & monthly Leadership Huddle
10. Engage in 1:1's with your team leads on a monthly basis

Goals:

1. Increase the number of leaders on the Guest Services team to be 2 deep in every role within 6 months
2. Identify 4 potential new leaders in 3 months
3. Guest Services Team is fully staffed on a weekly basis

Time Commitment:

15 Hours+ per week