



JOB DESCRIPTION

TITLE: Guest Services

REPORTING: Campus Pastor

STATUS: Part Time Non Exempt (15 hours)

POSITION DESCRIPTION:

Acts as the primary liaison between the guest services volunteers and campus administrator. Plans and coordinates first time attendee welcome, ushers/greeter, communion, security, parking, shuttling and hospitality logistics of our Sunday and special event experience in alignment with the campus pastor vision.

CHARACTER:

Has a clear call of God to lead the people of their community to Jesus Christ. Demonstrates the qualities of a follower of Jesus Christ, with a passion to love God and love others. Shows a strong commitment to living out Crossroad's values and beliefs in their everyday life. Possess characteristics that include: humility, teachability, organization, teamwork, discernment, wisdom and strategic agility. Must work extremely well with others.

RESPONSIBILITIES:

- 1. Build Volunteer Team** – Prayerfully listens and recruits volunteer leaders in the areas of welcome, usher/greeters, security, parking, shuttling and hospitality. Invest in the team relationally; get to know them personally, help them to discover their gifting and discern their role within the team. Oversee the recruitment, orientation and ongoing development of volunteers. Coach volunteers to love families inside and outside of Sunday. As a manager, has established strong volunteer leads for areas of welcome, ushers/greeters, security, parking, shuttling (if relevant), and hospitality logistics. Provide leadership and oversight necessary to create and maintain a healthy and Christ centered community.
- 2. Organize Special Events** – Under the direction of the campus pastor and service programming director participate on teams and help organize and execute special events as directed.

3. Participate on Teams – We are one church. Passionately participate on both campus level and church-wide teams as needed to carry out the mission and vision of the church.

DUTIES:

- Be the primary leader/liaison between the Guest Services ministries that include parking, greeters, coffee, volunteer central, ushers, next steps, events, pray now, shuttle, medical response and security teams
- Recruit and train new volunteers
- Manage and maintain volunteer schedule and communications
- Oversee the Sunday morning guest services areas, filling in to areas as needed
- Purchase ministry supplies and equipment as approved by the campus pastor
- Event/sacrament management (i.e. weddings, funerals, baptism, communion, new member luncheons etc.)
- Staff event coordination

QUALIFICATIONS:

1. Education: Undergraduate degree preferred.
2. Experience: Demonstrated ability to work well with people, lead teams and individuals, manage multiple priorities, work with computers, navigate technology tools and understand the adult discipleship process.
3. Requirements: Membership at Crossroads Community Church. Affirmation of the mission, vision, values, and beliefs of Crossroads.

WORK SCHEDULE:

This is a part time, non exempt position. Office hours must be consistent and mutually agreed upon with the campus pastor.

Please send resumes and cover letters to Wendy Kilroy, Director of Operations at wkilroy@crossroads140.com.