



Job Title:

**Guest Services Director**

One Line Job Description:

To lead people into a growing relationship with Jesus by ensuring every person who comes to Discovery Church has the best experience possible.

Reports to:

Campus Lead Pastor-Discovery Church

Central Services Leader - Executive Director of Ministry Services

Responsibilities:

- Cast and implement vision for excellence in Guest Services across all aspects of Discovery Church and our community with an emphasis on welcoming, informing, and serving each guest.
- Recruit, equip, support, and lead the Guest Services Volunteers to be a well-functioning team focused on fulfilling the purpose of Guest Services.
- Schedule a regular cadence for training and vision casting for all volunteers.
- Create a Guest Services volunteer culture by modeling and positively reinforcing a set of behaviors, quality standards, and values to ensure the optimal guest experience.
- Oversee the total guest experience on Sunday mornings and other events as necessary
- Establish repeatable systems, processes, and procedures for all aspects of Guest Services.
- Ensure consistency across all systems, processes, and procedures each Sunday.
- Manage department budget
- Oversee all scheduling for volunteers within Guest Services
- Schedule Room Coordination for Campus / Events that fall under Guest Services
- Any additional duties as requested

Work Schedule:

Sunday –Thursday

25 - 28 hours/week

Part-time, Non-exempt

My signature below indicates that I have read, understand, and acknowledged receipt of this job description. I am able to perform the essential functions as outlined. If I have any questions about job duties, I may contact my immediate supervisor or Human Resources. The information contained in this job description may be amended from time to time according to the needs of Real Life Church.

Employee Signature\_\_\_\_\_ Date\_\_\_\_\_