

## **Catalyst Church - Guest Services Director**

### **Job Summary:**

The Guest Services Coordinator is responsible for all components related to delivering an extraordinary guest experience at all Sunday Worship Services and special events at Catalyst Church. This person should lead by example and cultivate a positive spirit throughout the church family. They should represent Christ and His church well in the community at large. They should be a team player and follow the biblical model of sacrifice by being willing to put the needs of others in front of their own. They should be positive and supportive of the Mission, Vision and Core Values of Catalyst Church.

### **Skills Needed:**

- Deep devotion to God and love for His Word and Church.
- Highly relational and administratively gifted.
- Ability to lead leaders and build teams.
- Ability communicate via social media, email and other forms of communication.
- Work efficiently with limited supervision.
- Humble and teachable attitude.
- Fun (able to smile/laugh while working).
- Collaborative, innovative and creative.
- Willing to lead and engage others in accountable relationships.
- Flexible enough to balance regular responsibilities with new opportunities.
- Ability to learn and use of current tools and software, including but not limited to: email, Elvanto, & Planning Center.
- Committed to the Vision, Mission and Values of Catalyst.

### **Primary Responsibilities:**

- Provide vision for and weekend oversight of all Guest Services Teams, including but not limited to: Pit Crew, VIP Team, Greeters, Hospitality, & Command Center.
- Oversee each of the team leaders by providing vision, coaching, resources, accountability and encouragement.
- Develop and maintain a strategy to work alongside the team leaders to recruit, train, empower and release volunteer team members to provide excellence in the area of The Guest Experience.
- Execute all necessary administrative duties related to Guest Services including printed materials, food and drinks, VIP supplies, and Command Center supplies.
- Create and maintain systems within Guest Experience.
- Regularly meet with your team leaders.
- Work alongside Events Team when necessary on major Sundays (Easter, Mother's Day, Father's Day, Christmas Eve)

### **What A Win Looks Like:**

- Attendees and guests of Catalyst will leave after a Sunday gathering having had a positive and memorable experience.
- Administrative duties surrounding Guest Experiences executed with excellence and diligence.
- Continually improving systems to better recruit, train, empower volunteers.
- All Guest Services Teams are healthy, growing and encouraged.

### **Hours & Compensation**

12 Hours Per Week, \$15 per hour

\$780/month (paid monthly) = \$9,360 Annual Salary

### **Expected Work Week**

4 Hours on Sunday Mornings (8:00am-12:00pm)

2-3 Hours Tuesday All Staff Meeting & Programming Meeting (9am-12:00pm)

5-6 Hours office/outside meetings (flexible on which day(s) that is)