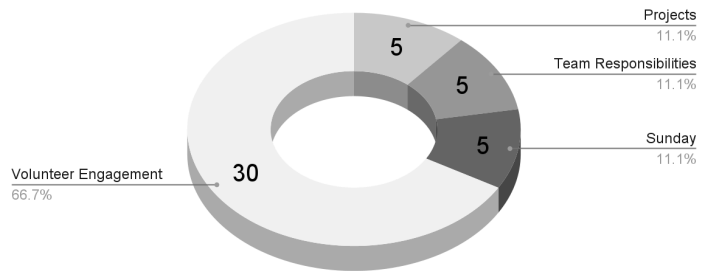


Guest Experience Director

45 Average Weekly Hours

PURPOSE

Ensure every person who attends Encounter has a remarkable guest experience and a plan to take their courageous next step to new life in Christ.



GENERAL DESCRIPTION

The Guest Experience Director will create an unparalleled, hospitable guest experience at all Encounter Church locations while inviting people to find community and purpose through serving.

ESSENTIAL RESPONSIBILITIES

- Cast vision for excellence in Guest Services with an emphasis on welcoming, informing, and serving each guest.
- Oversee the total guest experience on Sunday mornings and during special Sunday events.
- Bonus: The above-and-beyond candidate will direct church-wide communications strategy as well (email, social media, and others)

POSITION REQUIREMENTS

- Maturing and ongoing personal relationship with God
- Organized, clear, and efficient communicator and ability to organize ideas into actionable processes.
- Energized by recruiting, encouraging others, and helping them own the vision.
- Working as a host on Sundays during the weekend worship experiences.
- Proven innovative and resourceful solutions to the challenges of a rapidly growing church.

GENERAL DESCRIPTION

- Coordination of volunteer pipeline (Kentwood and Fulton Heights)
 - Recruit and respond to those interested in serving, for all ministry areas. GE functions as the 'frontline' for new people taking their next step of faith.
 - Run Volunteer Orientation and train new volunteers for their positions.
 - Actively maintain the Planning Center database, volunteer workflows, and update background checks.
 - Responsible for tracking new attendees, connect cards, and data entry.
- Manage Sunday volunteer teams (Kentwood and Fulton Heights)

- This position is a leader of leaders and oversees the weekend guest experience teams, including; Hospitality, Brew Crew, Barista Team, Greeting Team, Prayer Team, Parking Lot Team, Starting Point Team, and Communion Team.
- Recruit new volunteers and Team Leads continually to facilitate growth
- Manage our assimilation process and database, assuring new guests are tracked and followed up with. Train team and volunteers on the Planning Center as needed.
- Order and maintain supplies for serving teams, along with cleaning supplies and events.

- Team Responsibilities
 - Possess an understanding of, passion for, and commitment to the mission, vision, and values of Encounter Church.
 - Work with Ministry Directors to support their volunteers as needed and track volunteer team budgets.
 - Work 44 Sundays annually.
 - Attend weekly team meetings.
 - Provide support and materials for guest experience teams at both church locations.
 - Other work as assigned.

The Guest Experience Director is a full-time exempt position that reports to the Lead Pastor.