

## **GUEST SERVICES DIRECTOR**

North Point Ministries, Browns Bridge Community Church

Job Title: Guest Services Director  
Reports To: Director of Ministry Services

### **PURPOSE**

To lead people into a growing relationship with Jesus Christ by ensuring every guest who comes onto the Browns Bridge campus on Sunday morning has the best experience possible by leading the Guest Services Team and providing leadership in other areas of the Ministry Services Department and other environments within Browns Bridge Community Church.

### **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 certain special events

#### **Guest Services Leadership:**

- Regularly meet with Captains and Coordinators and other volunteers
- Increase the number and use of volunteers in key leadership areas
- Recruit and train new volunteers
- Schedule regular times of training and vision casting for all volunteers
- Recruit and develop new Guest Services volunteer leaders for Captain and Coordinator roles
- Insure consistency in all systems from Sunday to Sunday
- Oversee departmental budget
- Establish relationships with local and state authorities who can help with traffic and security systems
- Supervise police officers and monitor Sunday traffic flow
- Coordinate Communion elements when necessary
- Work with the Service Programming Department when Host Team interacts with their department
- Coordinate guest services for special events (i.e. Classic Christmas)
- Network with the Guest Services staff from other campuses

#### **Other Leadership:**

- Represent all Ministry Services guest-focused areas (Resources, Care, Membership and Baptism, Guest Services) in regular Browns Bridge Ministry Services Team Leader meetings
- Lead the NEXT environment and assist guests who want more information and want to take a next step
- Interact with other environments to assure a seamless experience for guests attending BBCC
- Assist in the planning of monthly Ministry Services Team meetings and projects
- Perform other duties as assigned by the BBCC Director of Ministry Services

### **QUALIFICATIONS**

- May require three or more years of experience in working closely with and leading people
- Excellent written and verbal communication skills with an emphasis on direct guest and volunteer interaction and leading staff

### **HOURS**

Regular office hours, Sunday through Thursday  
40 hours/week