



North Point Community Church

Job Title: Guest Experience Director

Job Purpose

Recruit, equip, and inspire fully engaged volunteers to deliver remarkable guest experiences. Champion the cause of remarkable guest experiences. Sunday through Thursday and some special events. 45 hours/week.

Job Requirements

Education

- Bachelor's degree completed
- Theological training a plus

Experience

- Minimum 4 years ministry experience
- Minimum 2 years experience leading a team

Skills

- **Achieving** – Has a history of accomplishing small and large tasks, projects, and goals. Finishes required work on time and asks for more when appropriate.
- **Relational** – An ability to relate well, network, and connect with staff and volunteers of all ages, demographics, spiritual backgrounds and levels of maturity.
- **Self-Awareness** – Knows who they are including their strengths, weaknesses, values, and goals and understands how they impact others.
- **Self-Motivated** – An internal drive that results in the progress and improvement of people and things.
- **Training** – Train all levels of volunteers and staff to accomplish the vision and work of the Guest Experience Team.
- **Visionary** – Ability to cast a crystal clear vision to lead a group of people to reach the desired destination.
- **Communication** – Excellent written and verbal communication skills to individuals and groups of all sizes.
- **Learner** – A strong desire to learn and grow as a person and to invest in ongoing personal leadership development.
- **Others Focused** – Enjoys working collaboratively towards mutual goals and desired results of the team and church. Has a strong desire to emphasize others over self.
- **Judgment** – Possess excellent common sense and intuition and understands the impact of their words and actions on others.
- **Recruiting** – Enlist new volunteers to buy into the vision and work of the Guest Experience team.
- **Team Leader** – Lead the Guest Experience staff team to be a healthy team focused on results.