



North Point  
Guest Services

## Guest Experience Project Manager

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Provide an exceptional guest and volunteer experience through ensuring efficient and effective systems and processes.

### LEADERSHIP RESPONSIBILITIES

- Cast vision on a regular basis that inspires our volunteers and coaches, particularly for our 4:30 volunteers.
- Have regular one-on-one meetings with Studio team Coaches for relational connection and leadership development.
- Meet with Studio team volunteers for training on updated processes and to receive feedback on efficiency and effectiveness of processes.
- Work with Guest Services team to recruit & train new volunteers and leaders.
- Develop, evaluate, and improve systems around best practices to support volunteers at all Sunday services.
- Assist in training Guest Experience Intern.

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### ADMINISTRATIVE RESPONSIBILITIES

- Ensure consistency in systems and supplies for every service.
- Ensure efficient follow-up with and accurate tracking of Studio requests.
- Manage Rock database for Guest Services volunteers
- Manage vendor relationships and food orders for events and Sunday services.
- Manage Concur invoices and check requests.
- Manage inventory of Guest Services supplies and equipment, in cooperation with the Guest Experience Intern.
- Manage all processes related to weekday and weekend tours and environment observations

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### STRATEGIC PLANNING

- Meet regularly with the Guest Experience Director and/or team for strategic planning of upcoming events and overall improvement of ministry processes and systems.
- Oversee logistics and champion detailed planning for special events and projects.
- Assist in evaluating Sundays and special events from a Guest Experience perspective.
- Assist in the implementation and evaluation of new Guest Experience projects and initiatives.

**Reports to Guest Experience Director**

**45+ hrs per week | Sunday-Thursday, plus occasional work outside of normal schedule to accommodate special events, holidays, etc.**