

Department:	Guest Services	Date:	May 2016
Title:	Guest Services Director (GSD)	Reports To:	Senior Leadership Team
Scope:	Full Time	Submit Resumes to:	MarkW@graceaz.com

SUMMARY/GENERAL:

The Guest Services Director will oversee our church-wide volunteer mobilization, new member assimilation, and our Sunday morning guest experience. This is a full-time, benefited position. This person needs to be a highly relational, visionary leader who can work with Grace's current staff to build teams and systems to support Grace's vision and mission. Submit resumes to markwildman@graceaz.com or to the Connection Center.

PROFILE:

- **Visionary Leader** - The GVD will be able to cast vision enable volunteers to catch the "big picture" within their areas of service. The GVD will be an innovator who is always looking for ways to "make things better."
- **Coordinator** - The GVD finds fulfillment in releasing and mobilizing the members of the church to the work of ministry. This takes organizational strategy and clear communication skills.
- **Hospitable** - The GVD will model for their team what it look slike to be a hospitable and welcoming
- **Collaborator** - The GVD will work alongside the communications department and other staff members to create welcoming assimilation and mobilization systems that serve people seeking to be integrated into the mission of the church.

KEY FUNCTIONS:

- Full responsibility for the success of Grace's Guest Services
- Oversee the Guest Services team and the execution of Sunday mornings
- Work "up" with the Associate Pastor to develop strategy and goals for this area
- Work "down" with all teams to implement strategy and cast vision for Grace's Guest Services
- Invest in current Guest Services Leaders and raise up new leaders for all areas of Guest Services
- Create and maintain a "volunteer pipeline" that helps diagnose and utilize people's giftings into proper areas of service.
- Develop and maintain a recruitment plan and training strategy for new volunteers.
- Schedule regular times of training and vision casting for Guest Services Volunteers.
- Develop and manage departmental budget.
- Coordinate signage, parking and volunteers for special events.
- Develop a team atmosphere within the Guest Service volunteers -- mobilizing them to love one another and ensure that there is camaraderie and care.

Short Term Goals and Expectations:

1. Foster meaningful relationships with the current Guest Services leaders within the first three months.
2. Develop a volunteer pipeline with the rest of the Ministry Leaders that will serve their various needs within the first 5 months.