



MINISTRY COVENANT

Mission: **ALL** Making Disciples of **ALL**

Strategy: Worship, Learn, **Serve**, Play

Core Values: Word, Discipleship, Honesty, Kindness, **Service**, Community

Our mission of **ALL making disciples of ALL** is accomplished as we worship, learn, serve, and play together. Your contribution of service on the Guest Experience Team is vital to the fulfillment of the mission of the church. The **Guest Experience Coordinator** will execute and oversee the plan to ensure an amazing guest experience.

MINISTRY TEAM: Guest Experience Team

ROLE: Guest Experience Coordinator

GOAL: To provide an amazing guest experience that exceeds expectations

DIRECT REPORT/PASTORAL TEAM LEADER: Lela Cooper

POSITION REQUIREMENTS:

- Must have completed new members classes
- Must have completed level 3 discipleship classes (A Maturing Life)
- Must be an example of mature Christianity as outlined in Discipleship lessons (Levels 1-3)
- Must give consistently to Tithes, Offering, and Missions (TOM)
- Must be faithful in attendance to church services and a small group
- Must be dependable
- Organizational and interpersonal skills
- Ability to exercise independent judgment
- Ability to use scheduling program
- Must be friendly, energetic, and able to anticipate the needs of guests
- Bonus: Previous experience in the hospitality industry

JOB DESCRIPTIONS & RESPONSIBILITIES

- Exemplify character, integrity, and leadership in a manner consistent with the Word
- Orient, train, and oversee team members (ushers, greeters, guest reception staff, and parking lot attendants)
- Coordinate and schedule team members
- Access and maintain supply inventory (guest cards, tithing envelopes, etc.)
- Maintain and initiate guest protocols that create a positive, memorable guest experience
- Provide ongoing constructive communication with team members and pastoral team lead

TIME REQUIREMENT:

- Scheduling Staff: One to two hours per quarter
- Training: Two hours per quarter or more frequently to onboard new members

Team Requirement:

- Services: Approximately 3 hours weekly (Pre, during and post service)
- Special Services: As required
- Ongoing Development and Training: Approximately four to six hours per quarter

In the spirit of our core values, I understand my role of responsibility and commit to fulfill this ministry covenant in service to God and to the body of Christ.

Covenant Member Signature	Print Name	Date
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Pastoral Team Member Signature	Print Name	Date
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