



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/SR. 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

COORDINATOR TIME REQUIREMENT:

- Scheduling Staff: One to two hours per quarter
- Training: Two hours per quarter or more frequently to onboard new members
- Post-service data management, guest follow-up, and Advisory Board reporting: Five hours per month

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

Sr. Pastoral Team Member Signature

Print Name

Date