

# Creekside Christian Church

## Job Description Guest Services Coordinator

### I. Position Identification

- Title: Guest Services Coordinator
- Department: Pathway | Connect
- Reporting Relationship: Associate Pastor
- Classification: Ministry Staff, Part-Time, Non-Exempt

### II. Position Summary

Facilitate the mission and vision of Creekside Christian Church. Recruit, lead and train the volunteer teams in our Guest Services ministry. Help welcome guests and connect them to the discipleship pathway.

### III. Responsibilities

- Give direction and oversight to Guest Services teams (Parking, Greeting, I'm New, Higher Grounds/Coffee, Atrium, Connection Center, Cookie Ministry, etc.) and manage annual budget
- Oversee the assimilation process of newcomers and follow up with guests by connecting them to the Discipleship Pathway
- Manage Next Steps Journey class
- Other - miscellaneous tasks upon request

### IV. Functions

- Supervises: Volunteers
- Hiring Process: Led by Associate Pastor; Executive leadership approval

### V. Minimum Job Requirements

- **Education**
  - Bachelor's Degree preferred; High School diploma required
- **Experience**
  - Disciple of Jesus Christ
  - Knowledge and acceptance of Creekside's core values and ministries
  - Multiple years in hospitality, customer service or similar church role
- **Management/Supervisory Experience**
  - Experience in leading teams, preferably volunteers
- **Skills**
  - Strong team building and administrative abilities
  - Excellent communication skills (oral and written; interpersonally and in large groups)
  - Ability to manage and effectively lead volunteer teams
  - Working knowledge of Excel; standard office systems & equipment; database management

### VI. Salary Range: \$18-20/hour