

**Job Title:** Guest Experience Director

**Reports to:** Administrative Director

**Position Description:** Wow-making hospitality! The Guest Experience Director sees the big picture of leading people into a growing relationship with Jesus and how it relates to the experience people have at Calvary. More importantly, you see hospitality as an opportunity to introduce someone to a next step in his/her relationship with Jesus. You infuse your passion and excitement into volunteers as they are trained and equipped to carry out this ministry.

**General Expectations:**

- Live out Calvary's mission and values, applying them in your personal and professional life with vigor and excellence.
- Operate as an accountable, authentic, caring, collaborative, team-first staff member, encouraging, praying for and building up co-workers, volunteers, congregants and guests.
- Be intentional about one's spiritual growth and development.

**Key Responsibilities:**

- Invest in relationships with guests and volunteers, with the mind of Christ and a heart to lead people closer to Him
- Enthusiastically train and equip all Guest Experience teams to deliver unparalleled, unforgettable care, hospitality and security
- Schedule, encourage and support Guest Experience team members
- Define and implement best-practice processes and procedures for guests, from the time they enter our parking lot until they leave, and beyond through follow-up
- Oversee Guest Experience teams on worship days (required to be on site on Thursday evenings and Sunday mornings) and during other events as scheduled
- Develop and implement processes that move guests from new visitors to fully invested partners in mission, encouraging connection, investment and participation
- Create reporting that assesses and monitors guest interactions and other metrics
- Other duties as assigned

**Qualifications, Skills and Knowledge:**

- Minimum of two-year degree; B.A. degree preferred
- Surreal relational skills
- Ability to think on feet with a solution-centered approach
- Past experience in hospitality, guest services or customer care in a leadership capacity
- Proficiency working with the Google Suite (Gmail, Docs, Sheets, etc.)
- Experience with Planning Center Online and Elexio Community preferred (not required)
- Excellent communication skills, oral and written
- Strong organizational skills; detail-focused