

GUEST EXPERIENCE COORDINATOR

Reports to: Worship Experience Director
Supervises: Guest Experience Associate
Revised: 8/24/2022

Department: Worship Experience
Status: Part-time, non-exempt, 15 hrs/wk
Campus: Golden Valley & Minnetonka

Role Summary: The Guest Experience Coordinator sees hospitality as an opportunity to introduce someone to a next step in his/her relationship with Jesus. The Guest Experience Coordinator will infuse their passion and excitement into volunteers as they are trained and equipped to carry out this ministry.

Role Responsibilities:

- Enthusiastically recruit, train and equip all GE teams to deliver unforgettable hospitality
- Define and implement hospitality best practices and emergency procedures
- Create and develop a team of GE leaders who lead teams of GE volunteers
- Encourage and guide guests to take next steps in their faith through the Growth Track
- Maintain important statistics (service/event attendance, GE Team leader and volunteer hours, turnover)
- Oversees Calvary Kitchen as operated by volunteers

Key Relationships:

- Collaborates with Communications Team, Campus Pastor
- Leads, equips and invests in volunteer leaders and team members
- Reports metrics to Executive Director

Personal Responsibilities:

- Exhibit a growth mindset continuously seeking ways to lead people into a growing relationship with Jesus
- Live in such a way that your witness, example, service to others, and worship does not become a stumbling block. (I Timothy 3:2 and Acts 15:19)
- Working towards a tithe (10%) of income to Jesus and the mission of Calvary

Wins for this position:

- People taking their next steps in faith through serving or connecting with other ministries
- A growing team of leaders and volunteers (numerical and spiritual)
- Managing and tracking new guests from a first-time visit to a partnering member
- Identifying giftings in new guests and connecting them to ministries/ministry leaders

Knowledge, skills, attributes:

- Infectious enthusiasm for Jesus and His work in and through Calvary
- Familiarity with church management systems, Google applications, technically inclined
- Problem solver with the ability to think on your feet, and do so with grace and humility
- Heart of a teacher, willing to meet people where they are at and guide them with grace