

## Director of Hospitality-Example 1

JOB DESCRIPTION: Radical Hospitality Director

### Mission For The Position:

- To develop and implement the vision and plan for expanding and improving our ministry of hospitality so that an increasing number of first time visitors eventually join and become engaged in the ministry of all.
- To provide a welcome team delivering a well-functioning Sunday morning experience for church members and visitors so that they may experience God's love through all their senses.
- To engage the entire church 'family' in the Ministry of All: our volunteer opportunities for mission and ministry so that we may change the world.

General Description Of The Position:

- A part time professional member of the Pastoral/Program/Administrative Staff.
- Employed and discharged by the Staff Parish Relations Committee after consultation with the Pastor/Chief of Staff, guided by the church's current Personnel Policy.
- Annual staff review is conducted by the Staff Parish Relations Committee or a designee.
- Directly responsible to the Church Business Administrator and dotted line to the Senior Pastor.
- Financial compensation is negotiable, beginning at the hourly rate established for other part-time staff professionals.
- Vacation time is flexible and coordinated with the Church Business Administrator.
- Typical workweek is 25? hours (Sunday mornings plus weekday), which includes attendance at staff meeting, and coverage of special events and worship services.

Basic Qualifications For Position:

- A personal maturity and Christian commitment to ministry that offers trustworthy, caring relationships, the sharing of one's God-given gifts, talents and abilities, and integrity of word and action.
- Leadership qualities in administration, including the ability to direct and work harmoniously and creatively with all levels of church staff and lay volunteers.
- Ability to learn our office procedures and equipment.

***Responsibilities would include but not be limited to the following as we all nevertheless recognize that all staff are to be available to help where needed for the cause of Christ and the advancement of His Church. A servant attitude is part of all staff performance plans:***

1. Provide leadership in the recruitment, training, supervision and support of hospitality volunteers a welcome team, to include office assistants, greeters, fellowship hosts, and various "gallery" people.
2. Be familiar and current with upcoming programs, sign up opportunities and location of Sunday morning classes and groups.
3. Watch for and make contact with new people entering Saint John's to offer welcome and information.
4. Organize and support the volunteers that provide food for the hospitality table.
5. Coordinate with the Ministry of Beauty staff person to see that that gallery area is a welcoming space on Sunday morning.
6. Know location and use of first aid kit and other emergency equipment and procedures.
7. Know location of worship related supplies, such as offering plates, communion elements, bulletins, candles to supply volunteers.
8. Order, organize and distribute hospitality and evangelism supplies as needed, keeping information areas up-to-date and orderly.
9. Meet monthly with the program staff for coordinating dates and activities to provide an integrated program of Sunday morning hospitality.
10. Design and develop contents for new members packets, and hand deliver on Sunday morning when possible.
11. Provide a process of name tags for all new members and any visitors that request one.
12. Develop and continually improve methods for reaching out to newcomers, including weekly follow-up to visitors.
13. Gather names and contact information of first time visitors.
14. Send letters from pastoral staff to first time visitors.
15. Send note, email or call first time visitors.
16. Provide staff with weekly list of first time visitors.
17. Provide staff with monthly new member information.
18. Continue to contact visitors as they move to continuing visitors.
19. Work with New Member team to host fellowship time with staff and new members.
20. Identify those to be invited to "Meet the Pastor" and send invitations to them as well as putting articles into newsletter announcing "Meet the Pastor."
21. Assist in "Welcome" four week classes for new members or those that are considering membership.
22. Greet new members at the end of the service and coordinate their being greeted by those coming from the service.
23. Coordinate the new member's picture taking and gather enough information to write a newsletter article about the new member.
24. Extend an invitation to the new member for a free meal at the new member's first church-wide meal.
25. Assist the new members in learning the staff by providing a photo gallery of all employees and name tags for all staff.
26. Assist the congregation in answering questions and dealing with details on Sunday mornings so that other staff that are not working will be able to worship.
27. Assist staff and families as one of the funeral coordinators.

28. Work with the Ministry of All team to design a campaign to inform the congregation of the ministry opportunities that allow for personal growth, assisting the church to function and minister beyond our church doors through articles in the newsletter, information shared in services and through the Ministry of All booklet.
29. Inform staff of those who have volunteered to assist in their areas of responsibilities.
30. Arrange a process to guide the assimilation of new members into the full life and ministry of the church through both traditional means (Sunday School invites, choir invites, etc.) and new activities.
31. Develop with the Senior Pastor a format, coordinated with Shelby, and then report monthly to the Senior Pastor on status of visitors (letters of invite sent, visits and communications made, etc.) and status of new members assimilation (invites, acceptances, level of their involvement by comment, etc.)