**Job Title – Guest Services Coordinator**

Campus (or Global): Lindale Campus

Reports To (Position): Campus Development Director

Salary/Hourly: Hourly

FT/PT (# of hours): 10 hrs/week

Office/Remote (% of each): 40% Sunday 20% Office, 40% Remote

Work Days (ex. Sun-Thur): Sunday Mornings. Wkday Flex.

**General Summary of the Position:** Guest Services Coordinator executes guest assimilation process and oversees Guests Services Volunteer Team. He/she is the on the frontlines of making connection with new guests and walking alongside as they become active participants at Grace.

**Essential Duties and Responsibilities:** (following are accountabilities included, but not limited to):

* First point of contact for all new guests (Sunday mornings).
* Maintain Guest Services Table:  keeping it clean and stocked with the most current Grace information and tools to best welcome and connect guests.
* Execute and refine New Guest follow-up process in CCB (Church Community Builder).
* Communicate verbally and electronically with interested individuals concerning small groups, connecting them to groups ministry leader.
* Work with Lindale Administrative Assistant to update CCB with member and visitor information.
* Recruit, schedule, train and supervise Guest Services Volunteer Team (Door Greeters, Table, Greet and Seat).
* Provide quarterly reports on guests, new members, and ministry activity to Campus Development Pastor.
* Plan and facilitate Discover Membership Classes and execute New Member Process in CCB
* Plan and facilitate Discover Grace and follow up
* Collaborate with the Communications team about website, social media and print materials needed for guest connection.
* Attend and participate in weekly/monthly staff and campus-specific meetings \*
* Steward and maintain the Guest Services yearly budget with Campus Development Pastor
* Coordinate Baptisms and manage baptism process
* Execute special Sunday Holiday events (Mother’s/Father/s Day, Christmas Décor)
* Assist Campus Development Pastor with special trainings and events.

**Skills and Abilities:**

* Self motivated.
* Highly relational, hospitable and comfortable talking with newcomers
* Heart for those outside the church or those new to church
* An eye for detail, systems and processes
* Ability to complete tasks within an agreed timeline
* Comfortable speaking in front of a small group

**Education, Training, Experience:**

* Experience in Microsoft Suite Word, Excel, PowerPoint
* Google Suite (calendar, drive, shared docs)
* Ability to learn and master areas of Church Community Builder

**Work or Ministry Team Context: (**Campus or Ministry Teams with descriptions of teams or cross functional teams.)

* Work with Lindale Campus Team
* Collaboration and Coordination with Global Guest Services Staff