

JOB FOCUS

GUEST EXPERIENCE COORDINATOR – PART-TIME

The Guest Experience Coordinator plays a key leadership role in facilitating people's first impressions and experience in the lobby when attending services and events. This is done primarily through leading and training a team of volunteers.

Qualities and Qualifications

- Clear testimony of faith in Jesus Christ and a vital, growing personal relationship with Him
- Experience in church ministry and a sense of calling to enthusiastically serve in this type of ministry role
- Excellent organizational and administrative skills
- Effective oral and written communication skills, as well as ability to interact with many different individuals in a professional manner
- Participate in the community and activities of Vernon Alliance Church on a consistent basis
- Impeccable integrity and ability to maintain the highest level of confidentiality
- Ability to easily interact and work well with volunteers and church staff
- Strong decision-making skills.
- Self-motivated with a team approach including the ability to motivate volunteers through common sense and strong negotiation skills
- Strong problem-solving skills and ability to handle stress well
- Familiar with various computer and cloud-based software packages, including Microsoft Office and Planning Center

Working Relationships

- Work with hospitality volunteers and church staff.
- Reports to the Administrative Manager for Discipleship and Care

Position Status

- Working from list of tasks and with direction from the Administrative Manager for Discipleship and Care
- 15 hours/week, 2-4 days/week, including weekends

Position Specifics Could Include:

- Administrative tasks (ie: communication, scheduling, organization, onboarding new volunteers, etc.)
- Implement volunteer-friendly workflows & systems for hospitality areas
- Connection Cards – ensure timely follow-up on connect cards
- New Attender events – organize & run newcomer events
- Model hospitality culture to volunteers
- Willing and able to complete tasks as delegated by the Administrative Manager for Discipleship and Care from time to time

Interested individuals can contact Kelly Johnson at kelly@vernonalliance.org, regarding this position. Those interested in applying should include their resume and cover letter explaining their relevant experience and training. Only those selected for an interview will be contacted. This position will remain open until filled.

