



**Job Title:** Guest Experience Lead

**Job Status:** Part-time (20 hours)

**Department:** Connect

**Reports to:** Connect Director

**Positions Supervising:** None

**FLSA Status:** Exempt

### **Summary of Position**

The purpose of this role is to provide leadership, tactical support and shepherding for the Guest Experience volunteers, under the direction of the Connect Director, in order to create a highly relational, welcoming environment that bridges into a Clear, Simple Path to help attendees move forward into community and growth at Gateway North.

### **Essential Functions**

- Using the COACHing model, raise up, shepherd and equip a team of volunteers to build the Hospitality Team for all Inspire, Third Wednesday, and special event services.
- Responsible for all tactical set-up, shutdown, and material readiness for the physical campus Guest Experience & Connect functions at Inspire, Third Wednesday, and special event services.
- Responsible for lobby and courtyard environment on Sundays and special events (i.e. Christmas Eve, Super Bull, Easter, etc.) that create a welcoming and engaging guest experience.
- Continually improve courtyard environment and guest experience to optimize relational and connection opportunities.
- Build schedules and ensure readiness of volunteers to operate in Gatekeeper serving roles.
- Work closely with Connect staff team to ensure appropriate volunteer scheduling assignments are communicated and confirmed prior to services.
- Work closely with Connect Director in the formation and cultivation of a thriving Connect Network, including connecting volunteers in life groups and community-building opportunities.
- Partner with Logistics/Parking teams to create seamless guest experience transition from parking lot into courtyard.
- Work in collaboration with the Campus Services' Next Steps Lead to be regularly trained, equipped, and ensure best practices across all Gateway Campuses.
- Fulfill other duties to support the Connect staff and volunteers as assigned by Connect Director.

### **Desired Qualifications/Skills/Strengths**

- High school diploma/GED
- Proven experience working in a Guest Services or similar position as a staff member or volunteer
- Experience in developing and leading staff and/or volunteer leaders
- Ability to troubleshoot and to create process and systems
- Excellent interpersonal skills
- Strong oral and written communication skills
- Strong gifts in leading/shepherding volunteers, preferred

### **Spiritual Criteria**

- Must have an intimate and growing relationship with Christ
- Must become a commissioned leader at Gateway Church (or be willing to if not currently commissioned)
- Model standards and expectations of commissioned leaders at Gateway Church

### **Working Conditions and other information**

- Sunday through Thursday schedule with added responsibilities for holidays and special events as assigned

- Required Tuesday morning attendance for All-Staff Meetings, Campus Meetings & Connect Team Meetings
- Easter- all hands-on deck for Saturday/Sunday services and events
- Christmas- all hands-on deck for our Christmas services
- **Note:** See Holiday Policy in the employee handbook for more information
- Annual All Staff Retreat –attend our two day All Staff Retreat. Dates are subject to change but typically fall on a Monday/Tuesday mid-May
- Superbull- all hands-on deck for Saturday/Sunday services during Superbull
- Monthly Leadership Community Meeting – North Campus holds a leadership community meeting once per month. All staff is expected to attend.

*Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Gateway Church, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, sex, age, national origin, disability, pregnancy or any other protected characteristic as established by law.*

*As a religious institution, it is important that all employees of Gateway Church practice the same beliefs of the church. We therefore reserve the right to exercise this bona fide occupational qualification (BFOQ) in determining which applicants are best suited for positions at our church.*

*This policy of Equal Employment Opportunity and the related BFOQ applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions.*



