



GUEST EXPERIENCE COORDINATOR

OBJECTIVE: To advance the mission and vision of Valley Church by implementing a world-class guest experience focused on eliminating barriers between guests and Jesus.

EMPLOYMENT STANDARDS:

Proven experience in these related areas, preferred:

- Recruiting and leading volunteers
- Scheduling and volunteer management
- Customer service or hospitality
- Paid or volunteer ministry work

COMPENSATION/STATUS: Part-time, 10-20 hours per week, Hourly rate commensurate with experience, Non-Exempt status Refer to Personnel Policies for details.

ROLE: The Guest Experience Coordinator position is ...

- **DNA Carrier:** Completely embraces and contagiously communicates the mission, values, strategy, and impact measures of Valley Church.
- **Strategic Planner:** Works with church leadership to execute strategic, world-class guest experiences that advances Valley Church's overall vision.
- **Cheerleader:** Encouraging to leaders, volunteers, and staff.
- **Relational Leader and Partner:** Friendly and approachable.
- **Talent Scout:** Always on the lookout for new leaders and volunteers.
- **Team Builder:** Can build teams, lead staff, and identify high-capacity leaders to build more teams. Empowers others to lead not just to do. Experienced multiplier/builder (rather than just a great doer, this role is a great equipper).
- **Advocate for the audience:** In tune with the perspective of audience. Participant-centric. Always seeking to enhance the experience of the participants by proposing creative solutions that add relevance, meaning and engagement.
- **Creative:** Excited about finding new and aesthetically pleasing ways to enhance the experience of the guest in a manner that simultaneously makes them feel known, seen, and welcome, and unapologetically points them to Jesus.

NOT: The Guest Experience Coordinator position is NOT ...

- **Lone Ranger:** needs to include and involve hospitality volunteers, as opposed to having paid staff perform all duties.
- **Quiet:** needs to be outgoing and able to talk with anyone.
- **On-Call Party Planner:** Does not plan events for various ministries at the church.

PERSONALLY: The Guest Experience Coordinator is ...

- **Highly Relational:** Loves, enjoys and excels at relating to individuals within the church as well as unchurched members of the community.
- **Disciple:** Fully devoted to following Jesus in everything he or she does.
- **Flexible:** Understands the complexity of working with a variety of staff and perspectives, and collaboratively works with patience, flexibility, and grace.
- **Time manager:** Does not require external systems to prioritize; is intrinsically motivated.

JOB: The Guest Experience Coordinator is responsible for ...

- **Supporting Worship Gatherings** through guest experience elements.
- **Maximizing Volunteers** wherever possible, by identifying, developing, and empowering volunteers to do the work of the ministry.
- **Caring for our Guests** - First impression to guests as primary guest experience contact for gatherings. Accurately and positively represents our staff and values. Answers their questions and provides direction, as needed.
- **Other duties** as assigned by Director.

RELATIONSHIPS of the Guest Experience Coordinator include ...

Reports to	Environments Department Director
Leads	Guest Experience volunteers
Supports	Weekend gatherings and occasional special events

SUCCESS of the Guest Experience Coordinator is defined by ...

- **Welcoming Environment:** Staff is friendly and the attenders/guests leave with a lasting and positive first impression.
- **Volunteer and leadership development:** Ministry is led by capable, trained, and aligned staff and volunteers.
- **Maximizing resources:** Personnel, facilities, and budget are maximized to impact the greatest number possible in pursuit of our mission through vision frame and horizon storyline.
- **Elevated participant experience:** People can joyfully articulate how the welcoming environment contributed to growth in their faith.