

## GUEST SERVICES MANAGER | GUEST SERVICES

### GENERAL DESCRIPTION

The Guest Services Manager will manage, champion, and oversee the teams, systems, and processes which welcome and serve the people of Rock Point Church. The Guest Services manager will also disciple and develop volunteers within the ministry. This is a salary position with a schedule including weekday and weekend hours and may include evening hours.

**Classification:** Exempt; Salary // **Status:** Full Time // **Team:** Connections // **Supervisor:** Connections Director

### WORK SCHEDULE

- **Sunday 7:00am – 1pm**
- **Tuesday - Thursday 8am – 4pm**
- **Saturday 12pm – 7pm**
- **Events as assigned**

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Manage and disciple the Guest Services volunteers, assist with their needs and resolve any concerns or difficulties.
- Guide the Guest Services volunteers in recruiting, training, and recognizing team volunteers.
- Create and distribute weekly and monthly schedules for all volunteer positions, ensuring appropriate coverage and rotations.
- Serve as the Guest Services staff expert, and provide input and support for requested events, activities and church gatherings.
- Ensure efficiency, effectiveness, and collaboration among the Guest Services teams: Greeters, Café, Check-In and Ushers.
- Implement systems, processes, and policies for Guest Services which support and align with overall church vision, goals, policies and protocols.
- Work with director to develop, implement and manage the budget, master calendar, and annual plan for Guest Services.
- Develop, participate and oversee Guest Services performance standards, goals, and priorities.

- Ensure good stewardship of human and fiscal resources.
- Ensure Guest Services team is prepared and trained on all safety & security protocols in case of an emergency or evacuation.
- Maintain records, manuals, and documents pertaining to Guest Services.
- Provide oversight and training to other ministries needing free coffee and/or Check-In support for their events/activities.

## **SUPERVISORY RESPONSIBILITIES**

- This position has supervisory responsibility for Guest Services Volunteer Coordinators, and a volunteer team consisting of approximately 250 people.

## **COMPETENCIES**

To perform the job successfully, individual should demonstrate the following:

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Safety & Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- Attendance & Punctuality - Consistently is at work and arrives on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions; responds to management direction; takes responsibility for own actions.
- Initiative - Asks for and offers help when needed. Undertakes self-development activities.
- Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People - Includes staff in planning, decision-making, and process improvement; takes responsibility for subordinates' activities; develops subordinates' skills and encourages growth; continually works to improve supervisory skills.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

## **REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION**

- High school diploma or GED.
- Proficient in Microsoft Office applications.
- Previous volunteer experience in a church environment (minimum 1 year).
- Previous experience working in a guest services position (minimum 1 year).
- Agrees and aligns with the vision, values, and doctrinal Statement of Beliefs of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

## **PREFERRED REQUIREMENTS**

- Experience with Church Community Builder Database.
- A bachelor's degree in a related field; or equivalent combination of education and experience.

## **PHYSICAL REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 40 pounds).

## **PERSONAL LIFE REQUIREMENTS (POST HIRE)**

- Model Biblical understanding and maintain a consistent personal devotional life;
- Model Biblical commitment and become a covenant member of Rock Point Church;
- Model Biblical family life before the body and regularly attend worship service with your family;
- Model Biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model Biblical community; and
- Model Biblical generosity and financially support Rock Point Church.