

NEW GUEST EXPERIENCE COORDINATOR | CONNECTIONS

GENERAL DESCRIPTION

The New Guest Experience Coordinator, under the supervision of the Connections Director, will coordinate the organization, execution, and follow-up of the New Guest experience and oversee the NEW HERE center(s) during weekend services at Rock Point. This is a full-time, hourly position with a schedule including weekend and weekday hours and includes Christmas and Easter Services.

Classification: Non-Exempt; Hourly // **Status:** Full-Time, 40 Hours/Week // **Team:** Connections // **Supervisor:** Connections Director

WORK SCHEDULE

- Sunday: 7:30am – 1pm
- Tuesday: 8:30am – 4:30pm
- Wednesday: 8:30am – 4:30pm
- Thursday: 8:30am – 4:30pm
- Saturday: 1:30pm – 7pm (to 9pm on Next Steps Events weekends)
- Events as assigned, including Next Steps Events and Christmas/Easter services

ESSENTIAL DUTIES & RESPONSIBILITIES

- Support and participate in the overall mission of the church and its implementation.
- Coordinate/oversee the NEW HERE center(s) at Rock Point during weekend services and special events as assigned.
- Work alongside the Connections Director to develop, participate and oversee the NEW HERE/new guest experience performance standards, goals, and priorities.
- Work with Connections Director to develop, implement and manage the budget and annual plan for NEW HERE/new guest experience.
- Create and distribute weekly and monthly schedules for all NEW HERE volunteer positions, ensuring appropriate coverage and rotations.
- Manage and disciple the NEW HERE volunteers, assist with their needs and resolve any concerns or difficulties.
- Recruit, train, and recognize team volunteers.
- Serve as the New Guest Experience staff expert, and provide input and support for requested events, activities, and church gatherings.
- New guest follow-up following weekend services, both in-person and online.
- Attend team meetings and follow-up on action items.
- Maintain NEW HERE supplies and environment.

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.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- 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.
- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change.
- Ethics - Treats people with respect; inspires the trust of others; works with integrity and ethically.
- Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- 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.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- High school diploma or GED.
- Proficient in Google Suite applications.
- Previous volunteer or internship experience in a church environment (minimum 1 year).
- Strong organizational and communication (verbal and written) skills.
- 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.
- Experience leading a volunteer team.

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 25 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.