

## NEW GUEST EXPERIENCE COORDINATOR | CONNECTIONS

### GENERAL DESCRIPTION

The New Guest Experience Coordinator, under the supervision of the Next Steps Manager, 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 part-time, hourly position with a schedule including weekend and weekday hours and includes Christmas and Easter Services.

**Classification:** Non-Exempt; Hourly // **Status:** Part-Time, 28 Hours/Week // **Team:** Connections // **Supervisor:** Next Steps Manager

### WORK SCHEDULE

- Sunday: 7:30am – 1:00pm
- Tuesday: 9:00am – 2:30pm
- Wednesday: 9:00am – 2:30pm
- Thursday: 9:00am – 2:30pm
- Saturday: 1:00pm – 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 Next Steps Manager 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 Microsoft Office 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.