

## GUEST SERVICES COORDINATOR | CONNECTIONS

### GENERAL DESCRIPTION

The Guest Services Coordinator, under the supervision of the Guest Services Director, will assist with the organization, execution, and follow-up of Rock Point's guest experience. This candidate must be passionate about people and details. 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 (up to 28 hours) // **Team:** Connections // **Supervisor:** Guest Services Director

### 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
- Events as assigned, including Christmas/Easter services

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Support the Guest Services Director by managing data, preparing reports, handling information requests, and any other required administrative functions.
- Work alongside the Guest Services Director to develop, participate, and oversee the hospitality experience and set performance standards, goals, and priorities. This candidate should be passionate about people and details.
- Assist in the coordination and execution of weekend services.
- Work alongside the Guest Services Director to onboard and develop the Guest Services volunteer team.
- Encourage relationships and community within the Guest Services volunteer team.
- Perform select clerical functions such as preparing correspondence and other requested office duties.
- Maintain and send weekly and monthly Guest Services volunteer schedules.
- Serve as the ministry liaison to other teams and centralized areas of coordination.
- Organize, maintain, and purchase supplies required for weekend services, such as: prayer cards, sermon notes, pens, ear plugs, communion, coffee supplies, etc.

### 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.
- **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.
- **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

- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)
- High school diploma or GED.
- Proficient in Microsoft Office applications.
- Strong organizational and communication (verbal and written) skills.
- Minimum of 1 year experience working in a customer service position.

## 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 35 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 (exceptions allowed on a case by case basis with Lead Team approval);
- 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.