



## Hospitality Director

**Campus:** Greenbush  
**Reports To:** Lead Pastor  
**Status:** Part-Time, 15 hours/wk

### **Position Purpose:**

To lead the Hospitality Ministry team to provide a “WOW” experience that shows the radical love of Jesus for all people so that our guests feel that they belong no matter where they are in their spiritual journey.

### **Responsibilities:**

Responsibilities include but are not limited to the following:

#### **Essential Responsibility:**

- a. Cast vision for excellence in Hospitality With an emphasis on welcoming, informing, and serving each guest.
- b. Oversee the total guest experience on Sunday mornings, and provide ministry support during the week and during certain special events.
- c. Intentionally loving and shepherding team members to move closer to Jesus (especially team hosts), believing that a big part of the “WOW” guest experience depends on spiritually healthy team members.

#### **Leadership:**

- a. Cast vision and Lead Hospitality team members.
- b. Create and maintain a team culture that ensures the optimal guest experience.
- c. Once a month meet with location staff and ministry counterparts. volunteers from other ministries to educate them about Hospitality vision and build relationships.
- d. Update job knowledge by participating in development opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.



### **Staffing:**

- a. Develop and maintain recruitment plan and onboarding process for new volunteers.
- b. Identify, recruit and develop a Hospitality assistant director (apprentice)
- c. Recruit and develop Hospitality team members for leadership roles. Challenging volunteers to lead at a higher level.
- d. Develop an invitational culture, regularly inviting in new people to serve on the team as well as expecting, encouraging and equipping team members to do the same. Celebrate new team members when they join and celebrate those who recruited them! Reproducing ourselves through others.

### **Management:**

- a. Establish and implement quality standards for all team members.
- b. Ensure excellence and consistency in all systems and procedures each Sunday.
- c. Develop and manage departmental budget which includes the following areas: Café, Information Center, Ushers, Greeters, Parking, Volunteer Central, General volunteers, Emergency Services
- d. Develop and maintain an onboarding training strategy for new team members.
- e. Schedule regular times of training and vision casting for all volunteers.
- f. Take a personal interest in team members and schedule regular meetings during the week to care for them. People are our priority!
- g. Coordinate signage, parking and volunteers for special events.

### **Outreach:**

- a. Network with the Hospitality staff from other churches outside of Grace Fellowship.
- b. Develop and maintain communication with other ministry team directors to ensure a seamless experience for our guests.
- c. Give assignments for team members to experience guest services at other organizations - invite feedback and discussion on the team in order to improve the experience at our location.

### **Role Requirements:**

The right person for this role will possess the following qualities and skills:

1. **Faith:**  
Required: Faith in Jesus Christ, spiritually warm – growing in the faith
2. **Gifts**  
Hospitality, Leadership



1. **Skills:**  
Required: Great with people, an eye for creating inviting and welcoming environments. Is able to communicate care and appreciation while inspiring others to deliver an excellent “WOW” guest experience. Excellent written and verbal communication skills
  
2. **Experience and/or Education:** Preferred to have experience/training in the hospitality industry or related field or a job that required excellent people skills and required collaboration on a team.