

CHURCH OF HOPE - GUEST EXPERIENCE DIRECTOR

Date Posted:	12.12.23
Position Title:	Guest Experience Director
Reports To:	Chief of Staff

POSITION PURPOSE:

SUMMARY:

Representing the vision of Pastor Mark Cummins while fulfilling Church of Hope's mission, the purpose of this role is to create a vibrant Sunday guest experience filled with energy, excellence, & consistency.

OUTCOMES: The following are hoped outcomes for this role within the first 12-18 months:

1. To recruit, train & develop people to make a difference on the Hope Hospitality DREAM Team.
2. To create an environment from the parking lot to the auditorium that is fun, engaging, welcoming, & consistent week-to-week.

JOB DESCRIPTION

Responsibilities: The following are the core responsibilities of the role & estimated percentage of time devoted to each area:

1. (70%) Recruiting, training, & developing DREAM Team Heroes.
2. (30%) Creating fun, welcoming, engaging environments through creative ideas.

Qualifications and Education Preferences

- College degree
- Hospitality experience and/or training

Required Skills

- Building teams is your superpower
- Self started
- High energy
- People person
- Detail oriented
- Written communications
- Hospitality minded
- Managing vision and purpose

Physical Labor Requirements

- Prolonged periods sitting at a desk and working on a computer.
- Ability to physically stand, bend, squat, & lift up to 25 to 30 pounds (NOTE: pending on role)