



Position Description

Job Title: Guest Services Administrator
Department: Guest Experience
Reports To: Guest Experience Director
FLSA Status: Salary Non-Exempt

Summary

This position will be responsible for all Guest Service responsibilities and teams as related to Sunday morning services and certain special events.

Required Competencies:

A successful candidate understands the COTC culture, is proactive, meets deadlines, maintains confidentiality, communicates effectively, performs tasks to ensure workflow runs smoothly and possesses the necessary relational skills (i.e., emotional intelligence, communication, and conflict resolution) to navigate the organization's needs and requests.

Essential Duties and Responsibilities (Other duties may be assigned):

- Collaborate with Guest Experience team to bring about excellence in Guest Services with an emphasis on welcoming, informing and serving congregants.
- Regularly communicate with team leads and volunteers to inform, train, and build relationships.
- Ensure consistency in all systems and procedures, including volunteer scheduling, management of merchandise stock/sales, etc.
- Develop and execute a recruitment plan and training strategy for new volunteers and team leads in collaboration with the Guest Experience team.
- Create and promote processes for a healthy volunteer culture.
- Coordinate preparations (gift prep and organization) and staff schedules for the First Time Guest experience. Follow up with first timers in a timely manner and connect them with the appropriate areas as needed.
- Work closely with Ministry Support and Production team members for Sunday mornings and other required special events.
- Establish and maintain relationships with local and state authorities who assist with traffic and security measures.
- Develop and maintain communication with other ministry team leaders to ensure a seamless experience for stakeholders and guests.
- Track spending and budgeting for all purchasing, supplies and other expenditures (including personnel) as appropriate for Guest Services. Manage spending in Expensify.

"Lord, I have heard of your fame; I stand in awe of your deeds, Lord. Repeat them in our day, in our time make them known;" Hab 3:2 (NIV)

Qualifications:

A Christian in submission to the authority of the Scriptures and the Holy Spirit, as evident in lifestyle. Subscribes to and is in complete agreement with the Church of the City's Statement of Faith. Represents and upholds Church of the City's mission, vision, and culture by demonstrating a strong work ethic, positive attitude, and learning posture. The incumbent is willing to become a stakeholder of COTC within six months of hire.

The criteria listed below represent the knowledge, skill, experience, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Qualifications include but are not limited to:

Education: A High School Level education, or its equivalent required; baccalaureate degree preferred.

General Skills: Must have general computer skills including a working knowledge of Microsoft Office; protects confidential information; knowledge of general business practices; strong organizational skills and close attention to detail; strong communication skills (written and verbal); ability to adhere to deadlines and execute on tasks and handle multiple, diverse assignments; practical time management skills; ability to work well in teams; demonstrated ability to be innovative and suggest changes/improvements within the scope of work; anticipate needs and create efficient and effective processes; self-motivated and takes responsibility/ownership of tasks; demonstrates flexibility and adaptability to changing situations; demonstrate a high level of customer service, friendliness, and etiquette consistent with the culture of the organization.

Experience: A satisfactory equivalent of education, training, and experience in related fields and/or educational disciplines, sufficient to qualify for the position's requirements.

Physical Requirements:

Ability to lift or carry up to 20lbs

Ability to sit for extended periods

Ability to work at a keyboard and other related equipment

Ability to move about to accomplish tasks related to role

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