



JOB OPENING: Guest Services Coordinator

Overview: We are looking for an individual who loves Jesus and wants to serve him with his/her gifts and talents. The ideal candidate is someone who has experience with recruiting, training, and delegating to large groups of volunteers, gains energy from interacting with people, and enjoys working in team settings. The Guest Services Coordinator will be responsible for the following:

Coordinate the First Impression Teams—recruit, train, retain, and celebrate the six FIT teams that function each Sunday by providing organization, leadership, and care to the volunteers on those teams. Ensure teams have appropriate knowledge, supplies, and information to allow them to have ownership of the different areas and foster an inviting and friendly environment. Work alongside the Connections Pastor in recruiting and training key leaders for each area of First Impressions including: Cafe, Ushers, Door Greeters, Welcome Desk, Parking Lot, and Safety Team.

- Send out weekly serving reminders.
- Oversee FIT schedule and keep the roster current in our internal management system (Arena and Planning Center).
- Stock and organize the Welcome Center, Cafe area, and Parking Lot counter.
- Keep first aid kits stocked.
- Update name badges monthly.
- Update IT MATTERS sheet weekly and place in needed locations.
- Keep lost and found organized.
- Recruit and schedule volunteer openings.
- Risk management—pursue safe and secure practices.

Oversee Guest Services Experience—provide care to guests from the parking lot to membership. Oversee the guest experience and the teams entrusted with our first impression to provide a welcoming environment filled with joy, humility in serving, and amenities that gives each person who steps on our campus a WOW moment. (This may include phone calls, emails, or even coffee dates with our guests.) Additionally, ensure that first-time guest follow-up occurs in a timely fashion and track this via the Guest Concierge module.

- Enter all guests on Monday into our internal database.
- Send “Welcome” emails to all guests.
- Follow up with guests that want to be contacted.
- Track guests through our multi-step process with the Guest Concierge module in our internal database.

Critical Skills: Energized by interaction with people, Google proficient, administrative/organized, self motivated, with great communication skills.

This role is critical as we seek to create an incredibly inviting guest experience for kids, families, and volunteers, so they can be reintroduced to Jesus and/or pursue life and mission with Jesus.

Modeling Biblical Priorities. The Guest Services Coordinator is responsible for upholding the Biblical priorities and core values of Fellowship Greenville while growing in a personal relationship with Christ. Additionally the Guest Services Coordinator strives to fulfill his or her purpose in life or ministry while demonstrating integrity in words, relationships, and actions. These objectives are accomplished by the following:

- Being a member (or be in the process of becoming a member) of Fellowship Greenville
- Carrying out a plan for personal growth and development.
- Being an active and generous supporter of the ministry of Fellowship Greenville.
- Committing to involvement in the life of the church.
- Practice and grow in Fellowship Greenville's Cultural Behaviors:
 - Thrive on team
 - Strive for excellence
 - Bring passion
 - Live healthy
 - Keep hands open

Reports to: Connections Pastor

Relates Closely to: Director of Next Steps

Job Status: part-time (20-25 hrs./week), Sunday-Thursday

To Apply: Submit a cover letter, resume, and [application](#) to Beth Schaffner (bschaffner@fellowshipgreenville.org). Position open until filled.