

Guest Services Director

Hours: TBD minimum 25 hours per week

Directs To: Director of Next Steps

The Guest Services Director is a position that casts vision and direction for the ministries that impact the first impressions of guests and attenders at TVC. The Guest Services Director oversees the total guest experience at weekend services and other special events. The primary focus of this position is to ensure that anyone, who walks into or contacts TVC, experiences a warm, welcoming and inviting experience.

How you are wired...

Relational

You will be working with many individuals and teams.

Leader

You will need to share the WHY behind what we do in guest services so that people can be excited about joining you.

Character

You will be setting an example for others in this role. As such, you will need to exhibit a Godly character - love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control. Galatians 5:22-23

Organized

You will need to process e-mails, phone calls, meetings, and information in a timely and forward moving manner.

Communicate

You will need to share your vision and set expectations with multiple teams, volunteers, and staff.

Christ Follower

You must have a love for Christ and a desire to continue taking Next Steps in your relationship with Him

TVC Lover

You must be fully on board with TVC's mission of connecting people with God, support our values of Serve and Connect, and be comfortable with the idea of being a serving church for unchurched people

What you will do...

1. Cast vision for the mission and passion of TVC within Guest Services at all campuses
2. Provide central support to all TVC campuses for Guest Services.
3. Maintain schedules that ensure adequate staffing in all Guest Services areas
4. Develop and manage a budget
5. Recruit volunteers
6. Have an Apprentice
7. Provide leadership and broad oversight to the following teams
 - Ushers
 - Greeters
 - Information Center
 - TVC Store
 - Cafe
 - Parking Lot Crew
 - Section Leaders

What success looks like...

1. Fully staffed & well trained guest services teams each weekend with an active recruitment strategy.
2. Have at least 1 apprentice at all times
3. Ongoing support and vision cast for Guest Services at each campus.
4. Creative and unique ideas created to enhance weekend experiences for guests.

