



Job Description and Qualifications

Job Title:	Welcome Ministry Coordinator
Department:	Weekend Services
Position Status:	Hourly, Non-Exempt (eligible for overtime)
Position Schedule:	Part-time (20 hours per week)
Reports to:	Director of Worship
Supervises:	N/A
Date:	October 2019

PURPOSE

To provide coordination and leadership of the Guest Services ministry at Chapel Hill, with an emphasis on welcoming, informing, and serving each guest.

PRIMARY DUTIES

- Create a healthy and engaging welcome ministry culture by recruiting, training, and developing volunteers, as well as raising up new team leaders.
- Lead the guest services team leaders, support their leadership/development, and fill in for them as needed.
- Oversee volunteer scheduling, especially for special/holiday services.
- Ensure consistency in all volunteer systems and procedures each weekend.
- Establish and maintain relationships with Director of Facilities, Director of Worship, and other leaders who oversee teams that assist or lead in the weekend experience.
- Assist with aspects of special events and holiday services as requested by the Director of Worship and Pastor of Weekend Services.
- Oversee the guest follow-up strategy, which includes communication with guests, preparations of their gifts/cards, and coordinating any follow-up related to next steps with the Next Steps department.
- Assist with any other tasks related to the guest services ministry as needed.

EDUCATION AND EXPERIENCE

- High school diploma or GED required.
- Minimum 2 years' experience working in a service or hospitality industry, whether in the church context or elsewhere required.
- Previous experience recruiting, developing, and growing volunteers. This includes scheduling and managing volunteers as well as handling and resolving difficult situations in a skilled, professional manner.
- Experience and proficiency with scheduling and communication software/technology.

KNOWLEDGE, SKILLS, AND ABILITIES

- Alignment with Chapel Hill's values and agreement with the EPC Essentials of the Faith (epc.org/about/beliefs).
- Strong organizational skills.
- Demonstrates a warm, inviting, and relational personality.
- Ability to handle people well and provide hospitality to families and guests.
- Ability to work collaboratively with others.

All employees are required to pass a criminal background check prior to start of employment.

All employees must understand that they are a part of a Christian church and that their employment is a God-ordained vocation. In this regard, employees must fully support and live consistently and in accordance with any Statement of Faith and Christian standards of living as may be set forth in the church's employee handbook.