

## **Guest Services Director**

Hope City Church, Edmonton, Alberta

Reports To: Associate Pastor

Employment Type: Full-Time.

Compensation: TBD

Remuneration: Hope City Church offers a competitive compensation and benefits package, including salary, health insurance, retirement plans, and professional development opportunities.

### **Role Summary**

The Guest Services Director plays a key role in aligning the Guest Services strategy with Hope City's mission, vision, and values. This role is dedicated to creating a welcoming and safe environment for visitors and members, while continuously assessing best practices and implementing innovative approaches to address the dynamics of a growing church.

The Guest Services Director will oversee four areas: Hospitality, Assimilation, Volunteer Engagement, and Security.

### **Key Responsibilities**

#### Hospitality

- Provide leadership for first impressions, ensuring excellent experiences at all touchpoints, including parking lots, hosts, welcome desks, the guest lounge, and lobby/common areas during weekend services and special events.
- Develop and implement a comprehensive strategy to make guests feel welcome from their arrival through the end of their visit.
- Oversee the physical environment of lobbies and common areas, ensuring spaces reflect Hope City's values and encourage the next steps for guests.
- Ensure that all signage is clear, accurate, and up to date.

#### Assimilation

- Develop and execute strategies to assimilate new guests, ensuring they feel connected and valued through thoughtful first touchpoints and follow-up experiences.
- Manage the guest lounge experience to foster meaningful connections for newcomers.
- Ensure timely and effective follow-up on connect cards and guest interactions.

#### Volunteer Engagement

- **Recruit:** Actively recruit new volunteers to serve in roles across the guest services ministry.
- **Train:** Provide comprehensive onboarding and ongoing training to volunteers to foster personal growth and service excellence.
- **Schedule:** Oversee scheduling for all guest services volunteer roles to ensure adequate coverage and smooth operations.

- **Care:** Build a culture of encouragement and appreciation for volunteers, ensuring they feel valued and supported in their roles.

#### Security

- Maintain best practices and protocols to ensure a safe and secure environment for all guests, staff, and volunteers during weekend services and special events.

#### **Qualifications**

- Proven leadership experience in guest services, hospitality, or a related field.
- Ability to handle feedback and make data-informed improvements.
- Experience in volunteer recruitment and management.

#### **Personal and Ministry Expectations:**

- Maintain a personal spiritual life and church life pattern that is an example to the congregation in speech, life, love, faith, and purity.
- This role requires availability on Sundays and some evenings for special events or meetings.
- Agreement with our church's [core beliefs](#) and a commitment to our mission as evidenced by regular attendance and active participation in our church community is an ongoing condition of employment for all employees of Hope City Church.

#### **Key Competencies**

- Committed to the vision, mission, and values of Hope City Church
- Models self-awareness.
- Models a bias for action.
- Willing to invest in someone else's leadership potential.
- Manages self well (time, resources, disciplines).
- Able to manage conflict effectively.
- Can influence, motivate, and care for teams.
- Able to recruit, develop, and empower people and teams.
- Able to communicate effectively with staff, volunteers, and congregants.
- Can deal with team dysfunction.
- Able to anticipate and strategize for the future (budget, programming, staffing...etc.).
- Able to cast vision and ensure alignment with organizational priorities.

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#### **Join Our Team!**

If you are passionate about creating a welcoming and safe environment where people can connect with God and each other, we'd love to hear from you. You can apply [here](#) for this role.

Please note: Due to the volume of applications, only candidates whose qualifications and competencies closely align with the position requirements will be contacted for an interview.