



## **Job Description: Guest Services and Volunteer Engagement Director**

**Purpose:** To lead people into a growing relationship with Jesus by creating a welcoming experience for first time guests and developing the systems to recruit, train, and engage the volunteers and volunteer leaders of Beachside Community Church.

**Reports to:** Next Steps Director

**Schedule:** Full-Time, 45 hours/week (Office Hours - Monday through Thursday from 8:00am until 4:30pm, Sundays from 6:30am until 12:30pm, Flex Hours - 5 hours throughout the week)

### **Key Attributes:**

- Above reproach; mature in Christ-like character.
- High value for excellence.
- Leader with high capacity for organization, task completion, and relationships.
- Ability to think creatively.
- Excellent Communication and follow-up skills.
- Adaptable, willing to learn, and resourceful.

### **Responsibilities:**

- Ensure that every person who attends Beachside on a Sunday morning has an exceptional experience from the time they step out of the car until they come back next week.
- Oversee the guest services team on Sunday morning including scheduling, leading meetings, and working to develop and define the guest services brand.
- Work with the Communications Director to create an engaging first time guest strategy.
- Lead Beachside's recruiting process and strategically match volunteer's unique gifts and strengths to needs across all volunteer teams.
- Develop and implement onboarding processes for new volunteers and keep track of where potential volunteers are in this process.
- Develop the systems which track and move volunteers through the leadership development pipeline in order to help volunteers grow not only as organizational leaders but also mature followers of Jesus.
- Work with department directors to create consistent organizational charts for their environments in an effort to assess needs and create common language and shared vision.
- Other duties as needed to support the mission and vision of Beachside Community Church.