



Hospitality Director Job Description

Position Title	Department/Ministry/Location
Hospitality Director	Connections
Supervisor Position Title	Weekly Hours
Connections Pastor	15-18 Hours/Week
Position Status/ Classification	Ministerial Status
Part-time/Non-exempt	Non-ministerial

Position Summary:

The overall goal of the Hospitality Director is to create a welcoming atmosphere and quality first experience for a variety of guests so they sense the love and joy of Jesus. This person will be expected to effectively develop and implement hospitality strategies that align with the five I's and the overall mission and vision of the church. This individual will have the ability to communicate clearly and enthusiastically with a variety of people, and they will create and train strong volunteer teams by utilizing solid administrative and communication skills.

Essential Duties and Responsibilities:

The essential functions include, but are not limited to the following:

- Manage fostering a welcoming environment, while connecting people to the church and others.
- Oversee the opening and closing of all hospitality areas for weekly service times at CLM these include areas such as the Welcome Center, auditorium, lobbies, and Gathering Space.
- Prepare main guest areas to be welcoming and communicate excellence.
- Partner with Connections Assistant on hospitality communication flow to guests.
- Ability to help build community and encourage connection for the congregation and guests.
- Manage, recruit, and train volunteers for the Hospitality Ministry, which includes the following teams: Ushers, Welcome Center Hosts, Parking Lot Attendants, and Door Greeters.
- Lead and communicate with Lead Ushers.
- Ensure the Usher Team follows the appropriate procedure for collecting the offering.
- Use Planning Center to prepare monthly schedules for serving teams.
- Post weekly serving team schedules and name lanyards.
- Build relationships with the team through email, conversations, and appreciation.
- Assist with ministry details for annual special ministry services such as Christmas, Easter, Baptism, Souper Bowl, and Invite Sunday. These weeks may require extra hours.
- Monthly ministry meeting with Leadership Connection Pastor.
- Work with youth volunteers to cultivate a heart for serving, providing opportunities for them.
- Data entry for first-time guests' ministry impact cards weekly, turning in bill pay for the donations at the end of the year to ministries.

- Actively be a learner about hospitality ministry by annually attending an in person or online conference and read blogs, articles and/or a book about First Impression Ministries.
- Collaborate with other ministries to connect and foster community.
- Sunday hours needed.
- Assist w/other Connection Events and ministry.

Minimum Qualifications (Knowledge, Skills, and Abilities):

Education and Experience:

- Bachelor's Degree (B.A. or B.S.) preferred
- 5 years of related experience and/or training preferred
- Equivalent combination of education and experience

Knowledge and Skills:

- Relates well to all types of people and works well within a team approach.
- Has a passion for reaching and integrating the unchurched from a variety of backgrounds.
- Has some technology skills for online scheduling, group emails, database tracking, etc.
- Demonstrates good written and verbal communication skills.
- Has spiritual gifts of hospitality, serving, helping, administration or leadership.
- Some experience in leadership, hospitality services, ministry-related work, etc.

Licenses, Registrations, and Certificates:

- Current Driver's License

Spiritual Requirements:

- Regular involvement in County Line activities and events.
- Signed acknowledgment of County Line's Statement of Faith and Staff Lifestyle Agreement.
- Signed acknowledgment of policies and procedures as stated in County Line's employee handbook.
- Living out the spiritual principles outlined in the Staff Lifestyle Agreement, participation in a small group;
- Tithing consistently; attending worship services; involvement in outreach; following Christ personally and passionately; sexual purity.

Physical Requirements:

- Ability to stand for at least 30 minutes at a time.
- Ability to lift 20-30 lbs.

Employment At-Will:

All employees of County Line Church are at-will, and as such, are free to resign at any time without reason. County Line Church, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be construed as, a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended to and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of County Line Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.

Acknowledgment

I have read and received a copy of my job description and at-will employment statement. I understand this overrides anything I have been given or told in the past. I further understand that I am expected to follow my job as is outlined above and if I have any questions concerning what is expected of me, I will speak with my immediate supervisor. I also understand that the statements above are intended to describe the general nature and level of work being performed by me and are not to be construed as an exhaustive list of responsibilities, duties, and skills required for this position. Therefore, I may perform other related tasks under the direction of the Director of Operations.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____