

Title: Hospitality and Connections Director

Objective: Creates welcoming environments of hospitality and volunteer engagement opportunities for Grace Chapel attendees leading toward a sense of belonging, involvement and spiritual growth. Promotes an excellent weekend experience for all guests and regular attendees of Grace Chapel. Develops and executes hospitality and connection strategies for people to find their place and SERVE, CONNECT and BELONG in the Grace Chapel family.

Reports to: Church Operations Pastor

Primary Duties and Responsibilities:

- Defines hospitality strategy. Provides leadership, direction and development for volunteer hospitality team members (including food services, greeters, ushers, parking, and hub/connection zone teams). Trains staff and volunteers creating a culture of hospitality at Grace Chapel.
- Defines and implements processes for identifying, welcoming and connecting new people.
- Facilitates recurring events designed to connect attendees with pastors, elders and church body.
- In collaboration with worship and communication teams, influence weekend programming, staging and special elements to create an engaging and distraction-free worship environment.
- Champions guest services church-wide to meet objectives and goals, ensuring effective hand-off to individual ministry areas for the sake of assimilating people well.
- Coordinates and oversees the Connect Card process; documents connections in the church database; communicates follow up needs to ministry staff.
- Coordinates and communicates with staff Ministry Leads / elders regarding our Sunday experience.
- Develops and executes multiple affinity events throughout the year.
- Provides oversight and program support for recurring ministry fairs and other church-wide volunteer recruiting activities to connect attendees with serving opportunities at Grace Chapel.
- Coordinates and facilitates the Grace Orientation lunch and classes.
- Maintains visibility into church-wide volunteer database. Equips/oversees volunteer-based connection team.
- Oversees part-time connections staff supporting hospitality and connections ministries.
- Stay current with direction, culture, and values of our groups/communities to connect guests with new and existing communities.
- In collaboration with Groups Pastor and other Ministry Leads, develops and promotes new groups and other means to integrate new/regular attendees into community and service opportunities.
- Creates, administers and evaluates volunteer engagement/spiritual growth feedback surveys.
- Assist in coordinating and facilitating of connection events (such as Groups Ministry Fair or other events to promote and build groups).
- Defines development, rotation and retention strategies for longer-serving volunteers.
- Oversees web-based guest experience.
- Document and maintain annual processes necessary for ministry success.

Stewardship of Mission: Understand and support the vision and mission of the church. Pursue personal growth through enrichment opportunities. Establish and maintain good team relationships. Effectively utilize the Lord's resources for maximum ministry impact while minimizing expenses. Create an environment of loving Christian care.

Minimum Qualifications: Spiritual gifts of exhortation, encouragement, and administration. Capable of developing efficient processes that will become sustainable by lay teams and staff.

Please note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, and responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.