Job Description

Member & Guest Experience Coordinator

Connect Ministry

I. Mission

The mission of Ingomar United Methodist Church (IUMC) is to reach people with the good news of Jesus and together become fully devoted followers of Christ. We believe life is better when Jesus is at the center and that we exist to lead people into growing relationships with Jesus Christ. IUMC's strategy for pursuing this vision is focused on the "Five Practices of Fruitful Congregations": Radical Hospitality, Passionate Worship, Intentional Faith Development, Risk-Taking Mission and Service, and Extravagant Generosity (*Schnase*).

II. Overview

The Member & Guest Experience Coordinator

- Champions the Guest Experience, specifically on Sunday mornings or any time the church is welcoming guests, from parking lot to follow-up, including New Member classes and connections.
- Recruits, oversees, encourages, and equips volunteer leaders in providing a welcoming atmosphere and providing initial "connections" and follow-up with attendees.
- Provides support in ensuring that the Traditional and Contemporary worship spaces provide a welcoming and spiritual atmosphere for worship consistent with the Christian seasons.

III. Reporting Structure

- This position reports directly to the Associate Pastor
- This position provides oversight to all Serving Program Coordinators in areas under this position's accountability.

IV. Primary Responsibilities

1. Build teams, develop and oversee the administration of processes and provide staff oversight to volunteer leaders in Connect Ministry service areas, including:
   - Hospitality – This team provides snacks and drinks for worship services and events and presents a welcoming environment
   - Welcoming – This team welcomes individuals who enter our facilities for events and worship and guides them to people/locations that can meet their needs
   - Information Centers – This team attends to the Information Centers, provides information and direction to those in need and provides gifts to first time visitors
   - Ushers – This teams welcomes worshippers to the worship venue, provides information and assists them to their seats
   - Flower Committee – This team provides floral arrangements for Worship Services

   This includes:
   - Filling positions in ways that match people's skills and passions with needs
   - Creating, maintaining, and continuously improving volunteer leader job descriptions and procedures
   - Generating reports and information needed to fulfill these functions
   - Providing training and encouragement to help the volunteer stay engaged with the serving objectives

2. Build, develop and oversee the administration of processes and provide staff oversight to volunteer leaders in the area of "First Responders", who process all weekly Connect Card requests for information, Next Steps, and other actions, and performs follow-up with guests.

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3. Direct, coordinate, and continuously improve new member orientation classes. Identify new member gifts, interests, and availability and match with appropriate volunteer opportunities
4. Oversee and ensure the aesthetic quality of worship and hospitality spaces (e.g. communion stations, decorations, plants, tablecloths, Information Centers)
5. Coordinates and plans Church-wide, leadership and staff events, such as, but not limited to, Church picnics, Volunteer Recognition events, and staff celebrations.
6. Assist the Associate Pastor in coordination of small group ministries, including communicating with group leaders, creating promotional material (in cooperation with the Communications & Marketing Manager), and finding small group resources or curriculum.
7. Complete any other duties assigned consistent with the purpose of the position.

Church Staff Responsibilities

- Actively participate and collaborate with other staff members to support the activities of the church
- Embrace and promote the mission, vision, core values and scope of the ministry of Ingomar Church
- Create and maintain a culture of encouragement in the workplace
- Implement the Five Practices of a Fruitful Congregation, as an integral element of all duties which are performed
- Create an atmosphere of hospitality and cooperation

V. General Expectations

- This is a full-time non-exempt hourly position with an expected 37.5 hours per week.
- A written review of performance and position expectations will occur at least annually by the Associate Pastor
- Actively participate in staff meetings and other appropriate meetings
- Identify and participate in authorized continuing education needs
- This position is expected to be present during Sunday morning worship times at least twice a month. Some local travel is expected in order to complete the responsibilities of the position.

VI. Qualifications

- Must share and support the Christian values of Ingomar Church
- Understanding of opportunities to serve as God's gifts to the Body of Christ
- Excellent ability to relate to and work with a wide variety of people
- Ability to solicit and guide individuals in making decisions to serve in one or more mission or serving opportunities
- Effective skills in organization, communication, and recruitment. Competent with email and cloud-based software tools.
- Experience with PushPay Church Management Software (Church Community Builder) or other similar software is preferred
- Must be compliant with all applicable state and federal clearances