

First Methodist Mansfield

Love God, Love Others, Serve the World

Director of Hospitality and Membership

- Three-Quarter time salaried position
- Reports to Executive Director

Staff Purpose: The Director of Guest Services seeks to lead the Guest Services department in providing a welcoming environment for all guests attending weekend worship services as well as move people through the discipleship process.

Job Overview: Provide a welcoming, hospitable environment for all guests arriving for weekend worship. Implement processes for following up with first time guests, returning guests, and new members working closely with the missions and group life department to get families involved in the church.

Responsibilities and Duties: (include but not limited to:)

- Develop and maintain processes for first time guests including welcome gifts, calls, etc.
- Vision new ways to improve greeting rotation and greeters.
- Vision and launch a Parking Lot team with the opening of the New Parking lot.
- Attend worship each weekend and engage with as many first time guest as possible and always be recruiting new volunteers.
- Develop and maintain processes for returning guests to move them to Starting Point.
- Work closely with the Senior Pastor and Executive Assistant to determine yearly Starting Point dates.
- Develop and implement plans for First Time guests and maintain a follow-up program including but not limited to emails, letters, and gifts
- Help new members transition into Missions and Serving or Group Life to continue on the Discipleship path.
- Track on-going attendance in each worship venue; head-count and registration cards.
- Develop relationships with volunteer leaders for Connecting Points.
- Develop relationships with volunteer leaders in each worship space.
- Work closely with the Compliance team to make sure all volunteers are compliant.
- Track engagement of individuals and families within each worship venue and identify families that have missed a weekend and follow-up on potential care needs or family issues.
- Attend Worship Planning meeting and send notes regarding the upcoming weekend (and future plans) to Guest Services staff and volunteers
- Plans and provides guest service involvement and training for all Holiday services - Christmas and Easter - and other special services as needed.
- Creates, monitors, and adjusts department budget as necessary

Preferred Qualifications:

- Strong administrative and organizational skills
- Previous work with adult ministry
- Strong relational skills
- Ability to work with a variety of people
- A heart and passion for serving and mission
- Ability to use and learn church database, computer programs and email programs that help with program management

Potential Work Schedule:

Saturday worship service

Sunday worship service (3x/month)

Avg. 18-20 hours in office Mon-Wednesday

All staff will adhere to the principles of confidentiality concerning the business of this ministry.