

Guest Services Assistant
FLSA Status: Non-Exempt
Reports to Guest Services Director (Next Step Ministry)
Grade I (\$9-13 Based on experience and qualification)

SUMMARY OF RESPONSIBILITIES

This position provides administrative support to the Guest Services Director during weekend and First Wednesday services, as well as any special events throughout the year. Incumbent must be customer service-minded and comfortable communicating with volunteers and guests.

The incumbent must perform all job duties as outlined in this job description to support ongoing mission of the church while committed in accordance with the *Baptist Faith and Message* (2000 edition).

ESSENTIAL DUTIES

- Prepares info centers and green room before each service to help ensure they are ready for our volunteers. (app. 20%)
- Assists in supporting, training and serving our current and future Guest Services volunteers during weekend services. (app. 60%)
- Assists with the coordination of special events involving Guest Services. (Watermark, Life at NewSpring, etc.). (app. 15%)
- Assists with First Wednesday services. (app. 10%)
- Records weekly Guest Services inventory. (app. 5%)
- These duties are subject to change as church needs and strategies evolve. Employee may be required to perform other duties.

EDUCATION/TRAINING

- A minimum of a high school diploma is required.

EXPERIENCE

- Minimum of one-year experience working with church volunteers.

REQUIRED SKILLS

- Must have engaging personality.
- Ability to adapt and problem solve.
- Communication skills to be able to work with volunteers and guests.

PHYSICAL DEMANDS

The usual and customary methods of performing the job's functions require the following physical demands:

- Standing for long periods of time, hearing and talking
- Must be able to lift up to at least 10-15 pounds.

WORKING CONDITIONS

- 100% indoors