

## **Kamloops Alliance Church (KAC)**

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<b>Job Title:</b>	Hospitality Coordinator
<b>Ministry:</b>	Weekend Ministry
<b>Reports to:</b>	Director of Operations
<b>Partners with:</b>	Music & Production Arts Spiritual Formation Ministry Creative & Communications Ministry Volunteers Administrative Assistant (Team)
<b>Position Status:</b>	Part-time, 10 – 12 hours a week

### **Purpose**

The Hospitality Coordinator is responsible for ensuring that all who attend Kamloops Alliance Church weekend services and events are warmly welcomed, connected and have a great experience.

They are passionate about using the complete weekend service experience so that each person can know Jesus and make him known.

They are responsible for all aspects of guest connection during weekly services and special events, from the parking lot to the sanctuary and back; they are responsible for casting vision for excellence within the Hospitality team by emphasizing and being welcoming, informing, and serving guests, as well as creating opportunities for teams to gather and pray through the weekend gathering.

### **Key Roles/ General Oversight**

- Oversight of Host teams, from the parking lot to the sanctuary doors and back
- Development of scalable systems and processes within the ministry
- Develop and deploy leaders to excel in their roles
- Provides departmental leadership for the weekend gathering experience, special events, and multivenue

### **Areas of Responsibility**

#### ***Oversee Hospitality of Weekend Gatherings (50 %)***

- Coordination of host, usher, hospitality and prayer teams
- Responsible for casting vision for excellence within the Host team by emphasizing welcoming, informing, and serving guests, from the parking lot to the sanctuary and back
- Lead the ongoing development of processes that encourage new guests to connect in small groups
- Ensure that guests to weekend services are greeted warmly and follow-up is initiated within three days

- Maintain regular updates to the volunteer handbook and procedures for entering guests into the church database
- Serve as a project manager for all church-wide events as needed

***Planning and Gathering Coordination (30%)***

- Collaborate with directors to ensure that lobby signage, event sign-ups, and other guest services logistics and materials are current, available, and accurate
- Provide vision, processes, and standard operating procedures for the effective and friendly connecting of guests for all campuses
- Collaborate with pastoral team to identify and place volunteers into pipeline

***Leader Training and Development (15%)***

- Oversee, recruit, coordinate, and manage the training of KAC volunteers
- Mentor developing host teams through encouragement, training and evaluation across all ministries at KAC

***Administration (5 %)***

- Ensure that weekly safety and security teams are scheduled, equipped, and in place for weekend services
- Ensure longer term plans are in place for the team

**Key Performance Indicators (KPI's):**

1. Quarterly Review
2. There is a clear 12-month vision aligned strategy with a clear and objective action plan

**Competencies/Qualifications:**

- Passionate about bringing God's people close to His heart through the weekend gathering
- Excellent communication and organizational skills
- Ability to work positively in a team-based environment
- High energy with the ability to balance the details with the big picture perspective
- A self-starter who is able to manage responsibilities and delegate as necessary
- A good "team player" and team builder with experience in supervising, motivating and encouraging others
- Proven ability to work with and through leaders (leading leaders)
- A student of leadership
- Desire to lead with excellence each weekend gathering team
- Able to work in a large, multi-staff setting and collaborate effectively in cross functional teams utilizing highly developed communication, project and time management skills