

**Title:** Guest Services and Assimilation Director - Cove

**Classification:** Exempt, Salary

**Hours:** Full-time

**Reports To:** Campus Pastor

The Guest Services and Assimilation Director will work with the campus pastor and church leadership to create a comprehensive mission and vision to facilitate guest and member services and to assist families through a meaningful membership process.

## **Job Responsibilities**

### **Hospitality Ministry (60%)**

- Lead and manage hospitality efforts during Sunday morning ministries at the Cove campus that support the overall mission and vision for guest and member services. This includes First Impressions positions such as parking, coffee, greeters, ushers, and other teams.
- Perform necessary errands and duties to prepare for Sunday morning hospitality efforts including manning the hub, scheduling volunteers, ordering supplies, and training volunteers.
- Maintain an effective communication network and rotation schedule between volunteers and church staff to promote ministry efficiency.
- Recruit, train and place volunteers in all areas of hospitality and First Impression ministry.
- Oversee ministry logistics resulting in effective use of resources, property and equipment.
- Work with the Cove Campus pastor to develop an annual budget for the Guest Services and Hospitality ministries.

### **Guest and Member Assimilation (20%)**

- Coordinate membership meetings, Discover lunches, Baptisms, and other events critical to the assimilation of the attendee into membership and the life of the church.
- Assist with follow up procedures for guests in an effort to assimilate into the life of the church by working with other Grow ministries and ensuring ongoing contact..
- Follow up with Cove campus attendees/members who request information or assistance in getting more involved with Rivertree.
- Compile, manage and update guest and member records as it relates to ministry involvement and assimilation.
- Develop, track and maintain processes for membership related to Worship One Serve One at the Cove campus.

### **Local and Global Events (20%)**

- Lead and enlist hospitality volunteers if needed for local ministry events.
- Work with admin on facilities use and scheduling events.
- Work with ministry leads and other directors to coordinate Global church events (such as Worship in the Park, Christmas Eve, Missions weekends, Easter events, Summer celebration, etc.)
- Other duties as assigned.