

GUEST EXPERIENCE HOSPITALITY LEADER

OBJECTIVE: To provide world-class guest experiences that advances the mission and vision of Valley Church focused on eliminating barriers between guests and Jesus, through the implementation of food and beverage elements.

EMPLOYMENT STANDARDS: 2+ years of proven experience in related areas, preferred:

- Event or project management
- Customer service, food service, or hospitality experience
- Recruiting and leading volunteers

COMPENSATION/STATUS: Part-time, 10-12 hours per week, Hourly rate, Non-Exempt status. Not benefits eligible.

ROLE: The Guest Experience Hospitality Leader IS ...

- **DNA Carrier:** Completely embraces and contagiously communicates the mission, values, strategy, and impact measures of Valley Church.
- **Cheerleader:** Encouraging to leaders, volunteers, and staff.
- **DNA Carrier:** Completely embraces and contagiously communicates the mission, values, strategy, and impact measures of Valley Church.
- **Maximizer:** Constantly seeks ways to achieve greater impact with existing resources.
- **Relational Leader and Partner:** Friendly and approachable.
- **Solution Specialist:** Able to identify problems and find creative solutions.
- **Talent Scout:** Always on the lookout for new leaders and volunteers.
- **Team Builder:** Can build teams, lead staff and identify high capacity leaders to build more teams. Empowers others to lead not just to do. Experienced multiplier/builder (rather than just a great doer, this role is a great equipper).

NOT: The Guest Experience Hospitality Leader is NOT ...

- **Operations guru** focused primarily on experience quality of environments.
- **Lone Ranger;** needs to utilize volunteers, as opposed to paid staff executing all the duties.
- **Quiet;** needs to be outgoing and able to talk with anyone.

PERSONALLY: The Guest Experience Hospitality Leader is ...

- **Highly Relational:** Loves, enjoys and excels at building Christ-centered relationships. Skilled at relating to individuals within the church as well as unchurched members of the community.
- **Adventurer:** Thrives in new experiences and invigorated by new challenges.
- **Disciple:** fully devoted to following Jesus in everything he or she does.
- **Energetic Multi-Tasker:** able to work on a broad range of projects and levels.

- **Flexible:** Understands the complexity of working with a variety of staff and perspectives, and collaboratively works with patience, flexibility, and grace.
- **Time manager:** does not require external systems to prioritize; is intrinsically motivated.

JOB: The Guest Experience Hospitality Leader is responsible for ...

- **Supports Worship Gatherings** using primarily food and beverage elements to make guest feel welcome and appreciated
- **Creating a Guest-centered Atmosphere** - creating a world-class environment that inspires fellowship and relationships.
- **Team Building** - wherever possible identifying, developing, and empowering Hospitality-minded volunteers to do the work of the ministry, fostering a positive and joyful atmosphere.
- **Kitchen Management** - managing the food, supplies, and systems of the kitchen, enabling ministries to maximize their events by taking advantage of well organized shared resources.
- **Setting up** for programs, events, and venue gatherings.
- **Other duties** as assigned by Director.

RELATIONSHIPS of The Guest Experience Hospitality Leader include ...

Reports to	Environments Department Director
Leads	Guest Experience Hospitality staff and volunteers
Supports	Weekend gatherings and occasional special events

SUCCESS of The Guest Experience Hospitality Leader is defined by ...

- **Welcoming Environment:** cultivating a friendly staff and atmosphere where attenders and guests create a lasting and positive first impression.
- **Volunteer and leadership development:** ministry is led primarily by a large team of capable, trained, and aligned volunteers.
- **Maximizing resources:** Personnel, facilities, and budget are maximized to impact the greatest number possible in pursuit of our mission through vision frame and horizon storyline.