



GUEST EXPERIENCE ASSOCIATE

OBJECTIVE: To lead a ministry and team of volunteers that create a warm and welcoming experience that draws people into the mission of Valley Church.

EMPLOYMENT STANDARDS:

- Experience: 3+ Years of proven experience in related areas, preferred. working in customer service, guest experience, or ministry preferred.
- Church Home: Must be a regular and involved member of Valley Church.

COMPENSATION/STATUS:

Full-Time, 45-50 hours per week, annual salary (commensurate with experience) Exempt status. Benefits include group health insurance, paid vacations, etc. Refer to Personnel Policies for details.

ROLE: The Guest Experience Associate is...

- **DNA Carrier:** Completely embraces and contagiously communicates the mission, values, strategy, and impact measures of Valley Church.
- **Bridge Builder:** Seeks ways to connect the community to the Body of Christ, leading to disciple-making. Enthusiastic about the goal to connect the community to Valley Church.
- **Advocate for the Unchurched:** In tune with experiences and perspectives of the audience and of those far from God, in order to produce a welcoming experience.
- **Highly Relational:** Enjoys and excels at making others feel welcome by asking great questions and discovering people's stories... Relating to those within the church and outside of it. ÷
- **Team Builder:** Can rally people to a cause, develop teams, and identify high-capacity leaders. Empowers others to lead. Experienced multiplier/builder (Not just a great doer, but a great equipper).
- **Talent Scout:** always on the lookout for new leaders and volunteers.

NOT: The Guest Experience Associate is NOT

- **Lone-Ranger:** Needs to involve volunteers, as opposed to having paid staff perform all duties. ÷
- **Quiet:** needs to be outgoing and able to talk to anyone. ÷
- **Operations Guru:** focused primarily on facilities. ÷
- **On-Call Party Planner:** planning events for various ministries at the church. ÷

PERSONALLY: The Guest Experience Associate is...

- **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. ÷
- **Friend to All:** Naturally makes others feel comfortable. Effective in building authentic relationships with people with diverse ideologies and backgrounds. ÷
- **Seasoned:** Knows and loves our church; understands our ministry philosophy and practices. ÷



- **Self-Starter:** Desires growth. Routinely undertakes new projects on their own initiative.
- **Time manager:** Does not require external systems to prioritize; is intrinsically motivated. ÷

JOB: The Guest Experience Associate is responsible for...

- **Hiring, training, overseeing, and managing** the guest experience team.
- **Maximizing Volunteers:** whenever possible, by identifying, developing, and empowering volunteers to do the work of the ministry.
- **Caring for our guests:** First impression to attenders; accurately and positively representing our church. Answering their questions and providing direction, as needed.
- **Facilitating:** volunteers, ministry groups, and providing overall direction to ministries and their guest experience, as needed.
- **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.
- **Caring for the campus:** creating and maintaining a world-class guest experience that inspires fellowship, relationships, engagement in the mission.

RELATIONSHIPS of the Guest Experience Associate include ...

Reports to	Director of Ministry Advance
Works closely with	Communications, Weekend Experience, Office Administrator, Children Ministries, Student Ministries, Community Bridges, and Facilities
Leads	Guest Experience staff and volunteers
Supports	Weekend Gatherings, Holidays, and occasional special events.

SUCCESS of the Guest Experience Associate is defined by...

- **Building bridges:** Vitally connects members of the church and the community to the Body of Christ; and vice versa.
- **Volunteer and leadership development:** Ministry is led by capable, trained, and aligned staff and volunteers.
- **Welcoming Environment:** Staff is friendly, and the attenders/guests leave with a lasting and positive first impression.
- **Elevated participant experience:** People can joyfully articulate how a guest's experience contributed to growth in their faith.
- **Church engagement:** Generates passion for and involvement in Valley Church and community bridges.