



Guest Connection Coordinator

This position is full-time with benefits. The hours for this position are Monday through Thursday 9-4, Sunday morning 8 to 1:15, Sunday evening 4-7 or Wednesday evening 5-8. There may also be occasional event hours.

About this role: This role is primarily focused on enhancing the guest experience and overseeing volunteer teams to create engaging environments that make guests feel welcome and at home. Embodying the heart and vision of Reslife Church, ensuring alignment with our values and goals while serving those who are here and those who are yet to come.

You will be a part of the Next Steps Department reporting directly to the Associate Next Steps Pastor. As the guest connection coordinator, you will also function as a point person to assist staff with all things planning center.

This position will:

- Connect with Guests and Congregants by reaching out to them via email or phone for roughly 10 hours per week
- Maintain Planning Center database while staying current with new updates
- Help with planning center training for new staff members and ongoing for current staff
- Work with the creative arts team to maximize PCO suite
- Track, manage and order stock for Service Fellowship (Community Room)
- Facilitate departmental budget
- Create, implement, and support New Guest initiatives
- Champion volunteer team relationships & community building
- Contribute to recruitment & training (NextSteps Hub, Community Room)
- Function as a bridge between NextSteps and First Impressions to further collaboration
- Help in other ministry areas as needed and based upon individual gifts
- Stay current in job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks

What you bring:

A: Qualifications

- Experienced with G Suite
- Thorough knowledge of all things Planning Center or the ability to learn
- Proven experience leading teams
- Ability to train staff

B: Characteristics

- Exhibit a personal and growing relationship with God, have a teachable spirit and commitment to continual learning and growth.



- Must agree and align with the mission, vision, and leadership of Res Life Church.
- Weekly service attendance is required.
- Excellent communication and interpersonal skills
- Strong organizational skills and attention to detail.
- Ability and confidence to communicate clearly and consistently
- Must be a self-starter who can also work on a team.
- Understanding that confidentiality is vital.
- Must work well in a collaborative environment

Physical Requirements:

This position may be required to stand for long periods of time as well as walk the campus regularly. Must be able to lift 15 to 20 lbs.

The above duties, activities, or responsibilities may be supplemented periodically.