

# HOSPITALITY DIRECTOR

Flatirons Church | Lafayette Campus

## REPORTS TO:

Lafayette Campus Pastor

## CLASSIFICATION:

FULL-TIME//SALARY//NON PASTORAL//ON-SITE//INCLUDES HOLIDAY, WEEKEND, AND EVENING HOURS.

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## WHY THIS ROLE MATTERS

Flatirons isn't just another church, and this isn't just another job. We're building something that demands attention and drives action. If you have a desire to help build a "No Matter What, No Matter Where" culture that inspires others to follow Jesus, we want to hear from you.

### RAW AND REAL. FUN. INNOVATIVE

You're a visionary leader, culture builder, and systems thinker who knows that hospitality is not a task, it's a ministry. You see every first impression as sacred ground and every interaction as an opportunity to help someone feel seen, known, and invited into God's story. You thrive at the intersection of strategy and people, building clear systems, developing leaders, and shaping environments that communicate warmth, excellence, and intentional care. This role is for you if you love casting vision, aligning teams, and turning big ideas into repeatable, life-giving experiences across Café, Parking, Guest Services, New Here, and Next Steps. This role is not for you if you prefer staying in the weeds over leading leaders, resist structure, change, and follow-up, or believe hospitality is just smiling at the door instead of shepherding people toward connection and spiritual growth.

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## WHAT YOU BRING

### PERSONAL QUALIFICATIONS:

- Submits your life to God and the authority of His Word.
- Model a commitment to developing the character of Christ.
- Understand and support Flatirons' vision and values; filters decisions through that lens.
- Embrace key values integral to Flatirons staff culture: integrity, honor, mission.
- Exemplify qualities core to Flatirons DNA: humility, vulnerability, authenticity, humor.
- Willingness to take calculated risks or try unconventional ideas to yield impactful results.
- Committed to continual growth—spiritual, personal, and professional—and invests in the growth of others
- Uses humor and relational connection to lead well and build a strong team culture.

## PROFESSIONAL QUALIFICATIONS:

- 3–5 years of experience in hospitality leadership, guest experience, or service-driven environments (church, nonprofit, or relevant hospitality industry).
  - Demonstrated ability to lead, develop, and multiply volunteer and staff teams.
  - Proven experience building systems and processes that create consistent, high-quality guest experiences.
  - Strong understanding of guest flow, first impressions, and environment design.
  - Ability to cast vision and translate it into practical execution across multiple hospitality areas.
  - Excellent interpersonal and communication skills with a strong people-first approach.
  - Experience training teams in hospitality standards, service culture, and care-based leadership.
  - Highly organized with strong follow-through and attention to detail.
  - Comfortable evaluating experiences, identifying gaps, and implementing improvements.
  - Experience collaborating cross-functionally with leadership, staff, and ministry partners.
  - Ability to manage multiple priorities in a fast-paced, people-heavy environment.
  - Demonstrated leadership presence that builds trust, clarity, and alignment.
  - Willingness to work weekends, evenings, and key ministry events as required.
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## WHAT YOU'LL DO

- < Cast and steward the vision for hospitality and connections at the Lafayette campus.
  - Lead and develop the Lafayette Connections Team, including staff and volunteer leaders.
  - Oversee hospitality environments including Guest Services, Café, Parking, New Here, Next Steps, Memorials and What's Next.
  - Design and refine systems that create a clear, warm, and intentional guest experience from arrival to next steps.
  - Partner with the Lead Connections Pastor to develop a hospitality strategy and best-practice standards that influence all Flatirons campuses.
  - Champion a culture of hospitality that reflects care, presence, and excellence in every interaction.
  - Partner with the Campus Pastor and Lead Connections Pastor to align hospitality strategy with campus and church-wide vision.
  - Equip teams through training, coaching, and clear expectations that drive consistency and growth.
  - Evaluate guest flow, environments, and team effectiveness and implement ongoing improvements.
  - Collaborate with the Spiritual Formation team to support events.
  - Develop and oversee follow-up systems to ensure timely, thoughtful, and effective connection with people.
  - Plan for and steward hospitality-related budgets in alignment with ministry priorities.
  - Be present and available during weekends, events, and key ministry moments.
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## COMPENSATION & BENEFITS:

- **STARTING SALARY** \$70,000 - \$80,000 – We recognize the value of your skills and dedication as we work together to bring the awesome life of Christ to a lost and broken world. Our salary range is designed to reflect your expertise and commitment to our mission.



- **HEALTH COVERAGE** – Enjoy peace of mind knowing you're covered. We offer 100% paid Health, Dental, and Disability Insurance for you and your family through Flatirons. You can also customize your coverage with optional buy-up options, including voluntary insurance coverages, ensuring you're supported in every aspect of life.
- **TIME OFF** – We believe in the importance of rest and renewal. You'll receive 3 weeks of Paid Time Off (PTO) each year to recharge, plus an extra week after Christmas services so you can truly unwind and spend time with loved ones.
- **RETIREMENT** – Your future matters as we work together to share Christ's love. Take advantage of our 403(b)-retirement plan with a generous matching contribution of up to 10% of your salary, so you can plan for tomorrow, today.
- **ACADEMY DISCOUNT** – We're committed to your growth of and the growth of your family. That's why we offer a tuition discount at Flatirons Academy to develop your kids' faith and knowledge.