

HOSPITALITY DIRECTOR

Summary

The Hospitality Director at Prince Avenue Baptist Church (PABC) is responsible for creating an exceptional and welcoming experience for all guests and equipping Hospitality volunteers to follow Jesus and serve others well. This Hospitality Director will develop and lead the Hospitality ministry for Sunday services, Wednesday programming, and designated special events and will serve as a resource to other church ministries to create remarkable guest experiences for their events.

Focus

- Leadership and Vision
- Volunteer Management
- Hospitality Operations
- Special Projects and Collaboration
- Administrative Oversight

Leadership and Vision

- Cast and communicate a compelling vision for guest services aligned with the church's mission and values.
- Develop and implement strategies to create a remarkable guest experience, ensuring guests feel valued, welcomed, cared for, and connected.
- Act as a resource for other ministries, helping to design and execute guest-focused experiences for their programs and events.

Volunteer Management

- Recruit, train, and lead a robust team of volunteers dedicated to hospitality and service.
- Gather volunteers to equip and inspire volunteers before services.
- Develop systems for onboarding, scheduling, and appreciating volunteers.
- Build and execute volunteer appreciation events and ongoing coaching and training opportunities.

Hospitality Operations

- Oversee all touchpoints of the guest experience, including parking, golf carts, greeters, ushers, welcome desks, security, medical, parking hospitality, and guest reception.
- Maintain and stock supplies for volunteer and guest areas, including the welcome desk, guest reception, and first-time guest locations, and volunteer central.
- Monitor and refine operational procedures to ensure a seamless experience for guests and volunteers.
- Lead Guest Services preparation and setup for Sunday services, Wednesday nights and designated church-wide events.

Special Projects and Collaboration

- Serve as the point person for hospitality coordination during large-scale events like Christmas services, monthly Open House and major churchwide events.
- Support other ministries with resources, training, and execution of guest services needs.
- Attend regular staff meetings and collaborate with leadership to align efforts with church goals.

Administrative Oversight

- Develop and manage the Guest Services budget, ensuring alignment with the church's financial goals.
- Handle ordering, invoicing, and maintaining supplies and equipment.
- Use data and feedback to evaluate the guest and volunteer experiences and identify areas for improvement.

Qualifications

- Bachelor's degree in hospitality, leadership, ministry, or a related field.
- Minimum of 5 years of experience in hospitality, volunteer management, or church ministry leadership.
- Alignment with PABC philosophy, mission, and values.
- Strong leadership skills with a passion for hospitality and creating memorable experiences.
- Ability to recruit, equip, and motivate volunteers to serve effectively.
- Exceptional organizational and communication skills.
- Poised under pressure, with the ability to manage multiple priorities on Sundays, Wednesdays, and special events.
- Patience with and passion to coach volunteer team members and leaders.

- Deep commitment to personal and spiritual growth, modeling Christ-like character.
- Understanding the purpose and power of partnering with and supporting other ministries trying to build a remarkable guest experience.

Key Attributes

- **Hospitality-Oriented:** Warm, welcoming, and dedicated to serving others.
- **Effective Leader:** Inspires teams and aligns efforts with the church's mission.
- **Detail-Focused:** Ensures excellence in all aspects of guest services operations.
- **Team Player:** Works collaboratively with staff, volunteers, and other ministries.

Job Specifics:

Reports To: Community Pastor

Direct Reports: Senior Assistant to Ministries and Volunteers

Employment: Full-Time (Exempt)

Classification: Support Classification

Hours: 40-plus hours per week, Sunday through Thursday, with additional availability during major church events.