



Campus Experience Lead

FLSA: Non-Exempt | Part-Time

Job Band: Green

Accountable to: Director of Experience

Purpose: The Campus Experience Leader's primary responsibility is to create a warm and welcoming environment for guests on our campus, Sundays and throughout the week, leading a team of volunteers to bring the vision to life.

Duties and Responsibilities:

- Lead the strategy and execution of hospitality efforts, that align with the overall vision & mission of Kingsway, with a special focus on Sunday mornings, volunteer team development, and collaboration with key departments to ensure a seamless and Spirit-led guest experience. Including hospitality that extends beyond Sundays to campus events and weekday ministries.
- Work with the Director of Experience and other teams to ensure the Sunday Engagement Pathway for a visitor from site to seat is smooth, clear and effective. Make recommendations to create the best guest experience.
- Continually look for ways to build leaders who build other leaders. ~~Leads all Campus Experience volunteer teams.~~ Recruit, train, schedule, and shepherd a growing team of campus experience volunteers
- Work with the Experience Team and Facilities to shape the overall look, feel and experience of guests and community members looking to find a church. Create environments that align with all special events & holidays.
- Regularly evaluate effectiveness of the Campus Experience Ministry and alignment with Kingsway's overall purpose, make changes and realign as needed. Establish and improve processes, tools, and systems within the ministry.
- Support the annual process for setting Campus Experience objectives & budget alongside the Experience Team.
- Create and maintain clear event guidelines and procedures that reflect Kingsway's standards for hospitality, excellence, and consistency.
- Partner with staff and ministry teams to support the event planning needs of their teams, ensuring alignment with campus expectations and a consistent guest experience.
- Coordinate and support front-desk volunteers and staff, assisting the Director in identifying and addressing gaps. Help create a welcoming environment for visitors, vendors, and staff while ensuring front-desk procedures are followed.
- Performs related duties as assigned by Leader.

Qualifications & Requirements:

- Degree in related field; or 3-5 years related experience and/or training; or equivalent combination of education and experience.
- Competencies, Skills & Experience desired: Mature Christian | Hospitality-minded, experience with event planning and volunteer coordinating is a plus | Ability to multi-task and manage project details & deadlines efficiently | Strong communicator | Able to build strong, effective teams | Collaboration & Conflict Management
- Confidentiality – This position regularly handles confidential information such as Church Attendee information, family meetings, financial information, volunteer background information and medical information. It is expected to keep this confidential at all times.
- Must be a member of Kingsway Christian Church and be taking steps on the Growth Path, but at least at the "believer" level in each category. Must demonstrate that they are 'all in' at Kingsway - showing commitment to the Mission, Vision, and Cultural Behaviors & Beliefs of Kingsway.
- Schedule: This position is part-time (50%), Sunday-Thursday, plus additional events.