



Guest Engagement Minister

FLSA: Exempt | Part-Time (25 hours per week)

Accountable to: Director of Experience

Purpose: The Guest Engagement Minister's primary responsibility is to create a warm and welcoming environment for guests on our campus, supporting and encouraging them as they take their first steps in Kingsway's engagement pathway.

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 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.
 - Create and maintain clear event guidelines and procedures that reflect Kingsway's standards for hospitality, excellence, and consistency.
- Work with the Director of Experience to ensure the initial steps (through first step) on the Engagement Pathway are smooth, clear, simple and effective.
 - Help guests to feel supported as they take these steps, making every effort to help them get engaged. This includes leading the volunteer teams to make relational connections with guests.
 - Collaborate with Discipleship Team to ensure a smooth handoff with internal processes for this guest to continue on their growth path, and continue moving through the engagement pathway.
- Continually look for ways to build leaders who build other leaders. Recruit, train, schedule, and shepherd a growing team of guest engagement volunteers.
- Regularly evaluate effectiveness of the Guest Engagement 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 Guest Engagement objectives & budget alongside the Experience Team.
- Coordinate & 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 leadership | Ability to multi-task and manage project details & deadlines efficiently | Genuine passion for helping people feel seen and find belonging | 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% - 25 hours), Sunday-Thursday, plus additional events.

"I have read my job description, have been able to ask questions to clarify information, and it has been reviewed with me by my Kingsway Leader."

Employee Signature

Date

This job description has been approved by your direct supervisor and the Kingsway HR Team:

HR Representative

Date

Supervisor Signature

Date