



NORTHCROSS
Church

GUEST EXPERIENCE DIRECTOR

Position Description

Job Description

The Guest Experience Director helps create a culture of warmth and welcome at NorthCross. This leader will empower, equip, and support the Guest Service and Hospitality Teams will make that experience possible.

Responsibilities:

1. Lead and develop the **Guest Service** and **Hospitality Teams**.
 - Provide direction, encouragement, and development
 - Foster a culture of ownership, teamwork, and spiritual growth among volunteers
 - Identify, recruit, and equip new leaders who can multiply ministry impact
2. Be present at worship services.
 - Observe, celebrate, and support volunteers as they serve, noting wins and opportunities for growth.
 - Ensure the guest experience reflects NorthCross' mission and values in real time.
 - Be at services 2-3 weekends a month.
 - *Suggested goal:* serve with all 12 teams at least 6 times a year
3. Provide clarity and consistency through team resources.
 - Maintain team manuals and procedure
 - Update and improve resources throughout the year based on feedback and observation.
 - Ensure all documentation reflects both what we do and why we do it
4. Empower and support Team Leads.
 - Provide ongoing communication and coaching
 - annual training
 - quarterly meetings
 - regular communication
 - Create an environment where Team Leads feel equipped and valued
5. Oversee volunteer training and assimilation.
 - Provide regular communication to volunteers
 - Annual training in August
 - Regular communication through Planning Center, emails, zoom calls, etc.
 - Develop and oversee a plan for assimilating new volunteers as they join throughout the year

**The end of Starting Point is a time when new people regularly join Guest Services or Hospitality.*

6. Oversee volunteer schedules and team coverage.
 - Oversee scheduling through Planning Center
 - Volunteer commitments run from September – August.
 - Teams are formed before September (June-August)
 - Ensure that teams have the volunteers they need
 - Teams are full
 - Subs are acquired when needed

Qualifications:

1. Attends NorthCross on a regular basis.
2. Is passionate about NorthCross attendees having a great weekend experience.
3. Knowledgeable and passionate about the mission and culture of NorthCross.
4. Has leadership and organizational abilities.
5. Able to listen and communicate effectively and with a kind disposition.

