



Position Title	Guest Experience Director		
Department	Ministries	Classification	Full-Time / Exempt
Reports To	Executive Director of Ministries	Salary Range	\$48,000 - \$52,000 annually

WHO WE ARE AS MOSAIC

Mosaic Christian Church is a rapidly growing church in the Baltimore area, with a vision of being a church for people who don't go to church. We are first and foremost the church, but we serve and operate in a way that makes sense to people who don't go to church.

We exist to help people Know God, Find Their Crew and Change the World.

PURPOSE

The Guest Experience Director will work alongside two other Guest Experience Directors, who collectively lead and pioneer a team of more than 300 volunteers who are committed to caring for our guests every single week with intention and excellence. They will also oversee a variety of special initiatives & events targeted for guests during weekend services in conjunction with our Creative Arts team.

CORE RESPONSIBILITIES

- Lead the Guest Experience team with passion, excellence, and vision
- Create a welcoming, honoring, fun and hospitable environment at Mosaic
- Responsible for the execution of the service experience outside of the worship service & Kids environments, ensuring that everything from the parking lot to the overall safety of the building maintains high standards of excellence and engagement
- Recruit, train and retain volunteers and leaders for all Mosaic Guest Experience Teams:
 - Safety Response
 - Parking
 - Black Tent (First Time Guests)
 - Welcome
 - Coffee
 - Usher
 - Central Support
- Oversee volunteer orientation and training, including appropriate placement of volunteers and regular evaluation of effectiveness in roles
- Connect with leaders regularly for leadership & volunteer development, accountability, care, and future planning
- Ensure all volunteer leaders are equipped and environments are prepared for weekend services
- Pioneer and experiment with new ways to care for and engage our guests during weekend services
- Oversees special events integrated with weekend services to engage and care for guests based on initiatives from and partnership with the Creative Arts team

CORE ATTRIBUTES, COMPETENCIES & SKILLS

The ideal candidate for this position...

- Demonstrates strong leadership skills and an ability to mobilize volunteer leaders and team members
- Has strong organization skills to go along with increasingly complex organizational demands
- Thrives in a fun, fast-paced work environment with high autonomy
- Is self-motivated, a quick learner and goal-oriented who relentlessly pursues leading their team to accomplish the mission
- Maintains a high level of excellence while overseeing multiple projects, meeting deadlines and leading through others to drive execution
- Delegates tasks appropriately and effectively
- Makes sound decisions quickly and equips others to champion those decisions
- Is capable of high retention of team members through high care and honor
- Takes initiative and is able to think critically
- Demonstrates commitment to organization and maintaining administrative duties
- Receives critical feedback constructively and seek out personal growth opportunities to continuously elevate their leadership & skills

Desired Attributes

- Effective in conflict management, time management, and coaching
- Excellent verbal, written, and oral communication skills
- Exceptional problem solving skills
- Maintains composure at all times