



## Position Profile

Hendersonville Guest Experience Director & Campus Coordinator (Full-Time)

Reports to: Hendersonville Campus Pastor

## Purpose:

Lead the Guest Experience Volunteer team to create environments at Cross Point Hendersonville that make guests feel welcome and provide opportunity for people to find and follow Jesus. Assist, resource and come alongside the Campus Pastor and Hendersonville campus team to help coordinate Sunday mornings, special events, outside building usages, organization campus needs and other ministry duties.

## Skills & Abilities:

- A team player capable of fostering relational influence.
- Strong in developing and executing systems.
- Strong in executing events and strategies with attention to detail.
- Commitment to embody and champion the vision of Cross Point, the multi-site strategy and the Cross Point staff values.
- Three years of multisite experience preferred

## Primary Responsibilities:

### *Guest Experience*

- Create a guest service culture by recruiting, training, and developing volunteers for the Guest Experience Team. (Parking, café, greeters, auditorium hosts.)
- Actively coach volunteers so that they can confidently succeed at their assignments.
- Develop systems that maximize the effectiveness of our weekend teams.
- Build relationships with key ministry leaders and volunteers.
- Create an excellent weekend experience for guests and volunteers.
- Work with campus staff to “give ministry back” by equipping strong volunteers to both lead and execute ministry.
- Responsible for the purchasing of all GE and café supplies.

### *Campus Coordination*

- Build relationships with key ministry leaders and volunteers.
- Work with campus staff to “give ministry back”.
- Collaborate with fellow staff members to steward our resources well.
- Come alongside ministry leaders in being the chief advocate for quick and intentional follow-up that allows people to feel noticed and keeps people from falling through the cracks.
- Contact for all building usage conversations when they sound like a potential fit.
- Point person for all payments, invoices, and charges related to Hendersonville Campus.
- Help provide a great experience for creative volunteers on Sunday, including meals for Worship and Production.
- Lead Baptism and other campus events.

