



Position Profile

Franklin Guest Experience Director (Full time)

Reports To: Franklin Campus Pastor

Purpose:

Lead and direct all aspects of our guest experience with excellence to build volunteer teams, create environments and execute events at Cross Point Franklin that engage and welcome guests.

Skills & Abilities:

- A proven leader in corporate, public or church leadership roles
- Experienced at coaching/developing other leaders
- 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 mission and vision of Cross Point, the multi-site strategy and the Cross Point values

Primary Responsibilities:

- Oversee the coordination and execution of the Sunday guest experience at Cross Point Franklin.
- Create and promote a service culture by recruiting, training and developing volunteers for the Guest Experience team (parking, café, greeters, auditorium hosts, prayer team, info).
- Actively coach volunteers so they can confidently succeed at their assignments.
- Develop systems that maximize the effectiveness of our Sunday teams.
- Routinely assess the guest experience to determine opportunities for improvement.
- Monitor inventory of all GE and café supplies and reorder to maintain adequate supply.
- Coordinate and manage all special Guest Experience events. (Easter, Communion, Surprise and Delight, Connecting at Cross Point, Prayer Night, etc).
- Collaborate with fellow staff members to promote stewardship of resources.

Requirements:

- At least 3 years serving in a ministry role.