



## **Position Profile**

**Nashville Guest Experience Director (Full-Time)**

Reports To: Nashville Campus Pastor

Direct Reports: N/A

### **Purpose:**

Lead the Guest Experience Volunteer team to create environments at Cross Point Nashville that make guests feel welcome and at home. Pursue excellence across all our events, ministries and initiatives.

### **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 vision of Cross Point, the multi-site strategy and the Cross Point staff virtues

### **Primary Responsibilities:**

- Create a guest service culture by recruiting, training and developing volunteers for the Guest Experience team (Parking, café, greeters, info and auditorium hosts)
- Actively coach volunteers so that they can confidently succeed at their assignments
- Develop systems that maximize the effectiveness of our weekend teams
- Create an excellent weekend experience for guests and volunteers
- Develop systems to “give ministry back” by equipping strong volunteers to both lead and execute ministry
- Responsible for the purchasing all GE and café supplies
- Coordinate and manage all special Guest Experience events (Easter, Communion, Surprise and Delight, etc)
- Collaborate with fellow staff members to steward our resources well

### **Education/Experience Requirements:**

- Minimum of two years in ministry on staff
- Experience leading a volunteer team with a minimum of 100+ volunteers