

CROSSROADS

Guest Services Coordinator Position Description

The mission of Crossroads Church is to “Lead People to the Truth that Transforms Lives in North Central Ohio and Around the World.” Crossroads strives to accomplish this mission through three distinct core values: 1. Committed to Glorifying God 2. Connected in Community 3. Called to Share. Crossroads is a dynamic church with people eager for the effective work of God’s Word to transform them. We are experiencing a season of growth and development and have launched an initiative to start new campuses throughout our region.

General Description

The Guest Services Coordinator is responsible for assisting the Communities Pastor in the assimilation process of new families to Crossroads, as well as managing registrations for spiritual growth events such as Baptism, Crossroads 101, and Connect Events. The Guest Services Coordinator will work with the Communities Pastor to create a personal and meaningful experience for those interested in making Crossroads their church home, as well as inviting and keeping track of the people in our church that take the Next Steps in their walk with Christ.

Essential Job Functions

- Co-lead guest services volunteers for weekend services by supporting team leaders and scheduling team members. (3 Hours)
- Gather and process Info and Next Steps cards and other information through Church Community Builder (registration for classes, first-time guests and new families, Growth Track progress, etc.). (2-4 Hours)
- Champion the use of church database and app as the primary tools for volunteer recruitment and tracking.
- Process electronic and hard copy volunteer applications and update Church Community Builder for movement through the volunteer recruitment process. (1-2 Hours)
- Assist in planning and facilitating volunteer orientation sessions by screening dates, times and locations, scheduling volunteer ministry leaders to participate, and communicating information about orientation to new volunteers. (2-4 Hours)
- Assist in leading Connection Team and helping plan/facilitate Connect Events. (3-4 Hours)
- Develop, maintain and update volunteer materials (handouts, contact information, lanyards, etc.) with ministry staff. (1 Hour)
- Data tracking for salvations, baptism, next steps, first-time visitors, etc. (1-3 Hours)
- Help invite and manage spiritual growth event registration and check-in process (baptism, new member recognition, connect events, Crossroads 101, etc.). (1-3 Hours)
- Assist in managing the first-time visitor follow-up process. (1-3 Hours)
- Attend Staff Meetings (1 Hour)
- Perform other duties as assigned.

CROSSROADS

Education and Experience

The candidate must be able to lead in various settings, a self-starter, an effective communicator, one that values teamwork, has high administrative skills, and has a heart for helping new families find their church home at Crossroads. The candidate must have a passion for leading and equipping the Crossroads guest services team and new families.

Experience in Microsoft Office Suite is necessary, and experience leading teams is preferred.

Personal

The Guest Services Coordinator is to be a person of God, who has ordered their life in compliance with the teaching of Scripture and the example of our Lord. They are an example to the believers in personal godliness (1 Timothy 4:12) and exemplify God's requirements for a proper Christian home (1 Timothy 3:1-7).

- Must have a personal relationship with Jesus Christ, through faith in Him as the Way, Truth, and Life.
- Be fully committed to living a godly life both in public and private.
- Be fully committed to his/her family by lovingly leading his spouse and children in life and ministry.
- Be willing to join the family of Crossroads Church as a member.
- Be committed to the ministry of Crossroads Church and see their role as one of shepherding and guiding Crossroads to be fully devoted followers of Jesus Christ.
- See themselves as a team player, willing to work within the boundaries of the Lead Pastor, Elder Board, and Executive Team.

Ministry

To assist the body of Crossroads Church to "lead people to the Truth that transforms lives" by inviting people to take the next steps in their faith journey and helping to provide an atmosphere of gospel hospitality.

Qualifications

- Must love and serve Jesus Christ above all others, be mature in their Christian faith, and consider the position a call from God.
- Maintain an authentic and growing walk with Christ through the ongoing spiritual disciplines of Bible reading, prayer, personal worship, fasting, confession, and fellowship.
- Demonstrate excellence in communication and hospitality.

CROSSROADS

- Relational skills and an enthusiastic presence for leading in a church. Exhibits an ability to engage people from all walks of life.
- Maintain a high level of excellence in appearance, work habits, and quality of work performed.
- Organized and able to evaluate effectiveness on many different levels.
- Agree with the overall ministry philosophy and direction of Crossroads. Progressive/forward-thinking/visionary/self-motivated.
- It would be beneficial but not required that the candidate would have some experience and/or a ministry philosophy of leading teams

Additional Information:

PT – 20 hours per week