

# GUEST EXPERIENCE AND EVENT COORDINATOR

## Job Description

### Primary Purpose

The Guest Experience and Event Coordinator will work alongside ministries to help execute their events, host funerals and other stand-alone events. They are responsible for leading staff and volunteer teams to create an exceptional guest experience for all attenders and first-time guests at Rockharbor Church. This purpose is carried out through producing a friendly and welcoming environment, through which they love and lead people toward a life-changing experience.

This position will oversee the following teams: Ushers, Greeters, Communion, and Information Center.

### Position Requirements

- High School diploma (Bachelor's Degree, preferred) or five years' work experience.
- Experience working or serving in ministry.
- Strong ability to lead volunteer teams.
- Proficiency in attracting, developing and empowering high-capacity leaders.
- Proven ability to lead through vision and strategy.
- MS Office proficiency, Mac, basic computer skills.
- Ability to prioritize projects and multi-task.
- Excellent written and communication skills.
- Professional presence on the phone and in-person.
- Ability to be teachable, seeking out coaching and learning for growth and development.
- Ability to promote a positive attitude and working environment, with the desire to have fun, be positive and flexible.



### Ministry Department:

Guest Experience

### Reports To:

Guest Experience Director

### Status:

Full Time, Exempt,  
(incl Sundays)

### Revised:

May 2026

***Rockharbor Church exists to love and lead one another to be devoted followers of Jesus.***

*We encourage each member of our staff team to live this mission through their personal lives and in their work. We value striving for excellence and working together as a team. We believe God has gifted each individual with specific and unique gifts and talents, which He brings together to reach our community and world with the love and message of Jesus!*

## Position Responsibilities

- Create systems that ensure excellence in all environments, removing obstacles that would prevent an excellent weekend experience for guests and attenders.
- Oversight of Sunday service quality control for all Guest Experience (GE) teams, ensuring teams are properly staffed and running smoothly, while casting vision and creating an excellent serving experience.
- Oversight and on-going training of all GE teams, including recruiting, training, scheduling and leadership development.
- Care for, connect and build relationships with volunteer teams.
- Evaluation of all physical environments and GE systems at Rockharbor, including networking with and researching other church GE systems.
- Plan and execute churchwide events, per the direction of the Guest Experience Director.
- Plan, coordinate, and execute events (funerals, special services, and other stand-alone events).
- Develop event timelines, run sheets, and checklists.
- Coordinate logistics, including room setups, signage, hospitality, and traffic flow.
- Ensure events start and end on time and run smoothly.
- Ensure schedules are produced through Church Community Builder (CCB) and sent to volunteer leaders on a weekly and timely basis.
- Follow-up with volunteer leaders who have not confirmed through CCB or missed an opportunity to serve.
- Lead team huddles each Sunday, communicating vision and responsibilities.

## Personal and Spiritual Requirements

Has a growing and active relationship with Jesus, demonstrated through daily time with Him.

Models a strong relationship with his or her spouse (if married) and children (if applicable).

Shows commitment to spiritual, personal, and professional growth.

Models standards and expectations of Rockharbor Church leadership, including, but not limited to:

- Upholding Rockharbor's Core Values and mission
- Regular attendance at Rockharbor Church services
- Regular participation in a Community Group
- Partnership through tithing and serving
- Abstaining from smoking, vaping and illegal substances
- Models discretion and positivity in use of Social Media
- Setting of appropriate boundaries to protect character and integrity