

Guest Services Director

Date Updated: 8/4/2025

Position Type: Part-Time, Hourly, Non-exempt

Department: Sunday Ministries

Reports To: Director of Worship Gatherings

Position Summary

Under the leadership and oversight of the Director of Worship Gatherings, the Guest Services Director leads the Guest Services Ministry at The Bridge Church. This role provides oversight for the Parking Team, Welcome Team, Connections Team, Communion Team, and Safety Team. The Director is responsible for training, equipping, and developing the execution and culture of hospitality across Sunday gatherings and major church-wide events.

Essential Responsibilities

General Leadership

- Maintain a consistent presence at worship gatherings, Serve Team events, and major church-wide functions.
- Exhibit spiritual maturity, self-awareness, and active leadership in the Guest Services Ministry, church, and broader community.
- Dedicate at least 1 hour per week to seek the Lord through worship and prayer.
- Lead the Guest Services Ministry in alignment with the vision of the Lead Pastor, contributing to clarity, unity, and excellence.
- Collaborate with the Director of Worship Gatherings to build a cohesive and high-quality Sunday experience.

Core Competencies

This role requires a unique combination of relational warmth and logistical strength. Key competencies include:

- Hospitality – A natural ability to make people feel seen, welcomed, and valued.
- Adaptability – Flexibility to respond to dynamic Sunday needs and volunteer changes with grace and clarity.
- Clarity & Communication – Strong verbal and written skills for team coordination, signage, and guest materials.
- Follow-Through – A consistent presence and commitment to excellence in small details that shape the guest experience.

Role-Specific Responsibilities

Sunday Execution & Guest Experience

- Serve as the point leader for Guest Services each Sunday, ensuring a warm, welcoming, and well-organized experience from parking lot to auditorium.
- Partner with the Director of Worship Gatherings to create a seamless experience for all guests and returning attenders.

- Troubleshoot real-time needs or gaps with grace and clarity, ensuring all hospitality elements are covered and cared for.
- Maintain a consistent, positive presence among teams to boost morale and ensure alignment with the church's tone and values.

Team Leadership & Volunteer Coordination

- Lead and oversee all Guest Services volunteer teams:
 - Parking
 - Welcome
 - Auditorium
 - Food team
 - Connections Tent
 - Guest Speaker Hosts
 - Safety
- Recruit, onboard, and train new volunteers regularly.
- Encourage and equip volunteer leaders as the ministry grows.
- Prepare and send weekly communication to team members with clear instructions and encouragement.
- Manage volunteer scheduling weekly via Planning Center or similar tools.

Hospitality Systems & Supplies

- Ensure all hospitality and guest-facing areas are fully stocked and ready, including:
 - Auditorium (I'm new cards, connect cards, communion, pens)
 - First-Time Guest/Connections tent/gifts/supplies
 - Common Room and Lounge
 - Bathrooms
- Maintain and organize Guest Services supply storage.
- Complete quarterly cleanouts/inventory checks for all hospitality spaces and closets.

Team Culture & Events

- Cultivate a sense of ownership, unity, and joy across Guest Services teams.
- Plan and lead two key annual events:
 - Serve Team Appreciation Event (1x/year)
 - Training & Vision Rally (1x/year)

Major Church Events & Special Sundays

- Provide leadership and coordination for hospitality elements at key annual events, including:
 - Camp Sunday
 - Fall Launch
 - Baptism Sundays/Beach Baptisms
 - Anniversary Sunday
 - Go Sunday
 - Christmas at the Bridge

- Spring Launch
- Good Friday
- Easter Sunday
- Annual Vision Night
- All In
- Other major events as needed

Other Expectations

- Be available to serve the majority of Sundays (up to 6 Sundays off per year).
- Maintain flexibility to support special projects or events outside of typical Sundays.
- Stay committed to evaluating and improving Guest Services systems and volunteer engagement.

Qualifications

- Growing, personal relationship with Jesus and a desire to lead others in the same.
- 5+ years of experience in Guest Services or similar leadership roles (preferred).
- Strong leadership, communication, and organizational skills.
- Proven ability to create welcoming environments and lead healthy teams.
- Experience with Planning Center and other church management tools.
- Professional, self-motivated, and trustworthy with excellent follow-through.
- Member in good standing at The Bridge Church: actively attending, serving, giving, and participating in community.
- Agreement with and embodiment of Bridge Worship values in spirit and practice.
- Willingness to commit long-term to the vision and strategy of The Bridge Church.

Spiritual Culture & Commitment

This is a part-time ministry role requiring consistent, competent, and committed leadership. While we do not view Guest Services as simply a “job,” we recognize the weight and honor of this role—and the unique gifts and investment it requires.

Employee Acknowledgment

I have read the job description and understand the expectations of my role as an employee of The Bridge Church. I also agree to operate within the stated policies and practices found within the Employee Handbook. I also understand that my employment is an “at will” relationship and recognize that this document does not constitute an employment agreement.

Printed Name: _____

Signature: _____

Date: _____