

EMPLOYMENT QUALIFICATIONS

All staff at The Grove must have made a personal, life commitment to Jesus Christ; be in full agreement with The Grove's vision, mission, strategy, and beliefs; and demonstrate a work history and lifestyle consistent with biblical principles. Candidates must be an active Partner of the Grove or willing to become one prior to hire date.

Job Title: Director of Hospitality

Time Requirements: Full-time

Reports To: Director of Weekend Gatherings

Classification: Exempt

POSITION SUMMARY

With a calling to serve, the **Director of Hospitality provides strategic leadership to our guest services, assimilation, and volunteer teams, cultivating a culture of deep connection and Christ-like warmth.** This leader recruits and manages a team of high-capacity leaders while shaping our vital first-impression experience, ensuring every person who visits feels seen, welcomed, and valued from the parking lot to the auditorium and creating spaces that align to the Grove's mission of Making Disciples.

CORE RESPONSIBILITIES

Guest Experience & Atmosphere

- **Weekend & Event Flow:** Coordinate the physical and relational flow of weekend gatherings and special gatherings to create a distraction-free, warm atmosphere.
- **Space Stewardship:** Oversee all campus hospitality touchpoints (coffee bars, check-in stations, signage navigation, and welcoming spaces) to ensure stock, cleanliness, and organization are consistently upheld.
- **Team Building:** Develop and lead weekend gathering teams—including Greeters, Ushers, New Here, Grille, and Coffee/Cafe—through clear processes, intentional recruitment, and relational engagement.
- **Follow-Up Management:** Ensure 100% of first-time guests receive a timely, personalized follow-up communication during the week.

Ministry & Team Leadership

- **Leadership Pipeline:** Identify, recruit, and manage a team of high-capacity leaders and coaches to manage all areas of weekend gathering teams to support hospitality ministry.
- **Continuous Training:** Equip teams with strategies to cultivate a welcoming mindset, deliver exceptional service, practice grace under pressure, and navigate well within church systems.
- **Communication Management:** Prioritize and manage incoming communications, including phone calls, emails, and mail, responding promptly or delegating appropriately to staff.
- **Assimilation Systems:** Partner with ministry teams to design and execute a clear, reliable workflow for tracking and integrating new guest information.
- **Mission Alignment:** Implement Weekly 3, OKRs, and 3 Thirds monthly reporting to drive accountability and alignment with church goals and staff values.

Administration & Operations

- **Planning Center Management:** Oversee and maintain Planning Center systems to support volunteer scheduling and ministry operations.
- **Inventory and Supplies:** Manage office supplies and inventory, ensuring timely restocking to maintain operational efficiency.
- **Budget Tracking:** Manage the annual hospitality budget, including vendor contracts, coffee inventory, and volunteer appreciation events to support guest services and assimilation initiatives.
- **Recruit, manage and schedule** a dedicated team of high-capacity front desk volunteers responsible for friendly and organized church office operations.
- **Ensure the front desk is trained and staffed** at all times during all business hours.
- **Confidentiality and Professionalism:** Uphold a high level of confidentiality, discretion, and professionalism in handling sensitive church matters.

Key Skills and Qualifications

- **Relational Leadership:** Highly personable and empathetic, with an exceptional ability to read people, de-escalate tension, and project immediate warmth.
- **People Developer:** Highly skilled at recruiting, delegating, and managing teams of teams in a volunteer environment.
- **Organizational Ability:** Strong administrative skills to manage complex scheduling, logistics, and database tracking.
- **Experience:** Prior experience in large-scale event planning, multi-team volunteer coordination, or high-volume hospitality/guest services management.
- **Education:** Bachelor's degree in business, Communications, Ministry, or related field preferred.