



JOB DESCRIPTION

Guest Experience / Special Events Manager

Guest Experience Team

Worship Experiences Department

Reports To: Executive Pastor of Worship Experiences
Category of Employment: Pastor, **Full-time**
Payroll Status: Salaried, **Exempt**
Office Hours: **Average of 40 hours per week**, with the exception of heavy ministry season.
Supervisory Responsibility: N/A

The mission of Compassion Christian Church is to lead people to a life-changing relationship with Jesus Christ.

Job Summary

To further the mission of the church by effectively developing, directing, and overseeing all aspects of the Guest Experience and Special Events at Compassion Christian Church.

Minimum Qualifications

1. **Experience:** 3 years or more experience as a leader in ministry or related environments specifically related to an area of oversight in Guest Experience and/or Event management.
2. **Education:** Minimum of a Bachelors Degree from an accredited college or university. A degree from an accredited bible college with a major in biblical studies or a related field is preferred. Consideration will be given to candidates having experience and demonstrated proficiency in field.
3. **Knowledge, skills, and gifts:** Candidate must be tried and proven in ministry and have a passion to share Jesus. Candidate must demonstrate a Christ-like attitude in words and actions, and have the ability to work with a wide variety of people. Exhibit excellent interpersonal relational skills while maintaining and protecting confidentiality. Candidate must possess effective written and verbal skills. Must be a motivated and successful recruiter and manager of volunteers. Candidate must exhibit excellent computer knowledge, experience and proficiency with Microsoft Office applications including Word, Outlook, Excel and PowerPoint.
4. **Physical Demands:**
 - a. Lifting, pulling, bending, carrying, and pushing as needed to set up activities and events.
 - b. Operation of church vehicles.

Expectations

1. Exhibits a meaningful and growing personal relationship with Jesus Christ.
2. Engages in a regular and ongoing (meeting at least monthly) accountability relationship with a staff partner or other approved person.
3. Recognizes that our work is important and deserves our very best.

Conditions of Employment

1. Models the Biblical standard of personal conduct and lifestyle.
2. Supports and adheres to the Mission, Vision, Values, and Philosophy of Ministry of CCC, including the CCC Statement of Faith.
3. Supports and adheres to the CCC Policies and Procedures Handbook.
4. Pastoral Staff must be active, participating members of Compassion Christian Church or be willing to become a member at the beginning of employment.

Duties and Responsibilities (Essentials)

1. General staff responsibilities:
 - Lead, oversee, and direct all facets of the Guest Experiences Central Team and Special Events.
 - Assist in establishing ministry goals and objectives, and individual tactics that support the mission and vision of the Church.
 - Provide visionary leadership and organizational structure for the Guest Experiences Team and Special Events.
 - Recruit, train, equip and supervise volunteers for the ministry.
 - Propose and administer annual budgets.
 - Participation in monthly "All-Staff Meetings", as well as called departmental meetings, and other required staff events.

2. Specific duties and responsibilities:
 - Oversee the development, equipping, operation and expansion of the Guest Experiences Team across multiple campuses. The Guest Experiences Team includes parking lot, welcome team, section hosts, prayer team, connecting point and operations team.
 - Develop strategies for implementing systems and process that work across multiple campuses. The Guest Experiences Manager needs to build strong relationships with the campuses and seek regular feedback on what works and what does not.
 - Continually evaluate structures and systems determining if changes need to be made to achieve better efficiencies and implementation across all campuses.
 - Develop and communicate vision for Guest Experiences addressing how visitors and regular attenders should experience Compassion Christian Church from the time they arrive until they leave.
 - Create strategies for training volunteers and empowering campus representatives to execute the Guest Experiences vision.
 - Travel to campuses weekly to build campus relations and offer feedback on Guest Experiences.
 - Oversee the planning and execution of Special Events, which include Journey (Christmas Production), Men’s Conference, Women’s Conference and the Next Level Conference.
 - Develop processes, success factors and standard operating procedures for planning, executing and evaluating Special Events.

3. This job description is not meant to be an all-inclusive statement of every duty and responsibility that will be required of an employee in this position. Therefore, additional duties may be assigned.

Performance and Evaluation

Success in the position will be measured according to the performance assessment tool approved by the Executive Pastor. Performance will be evaluated in relevant areas, including but not limited to: completion of ministry goals, communication, teamwork, leadership, creativity, responsibility, self motivation, attitude, and potential for growth.

Employee Acknowledgement

My signature will acknowledge that I have read and understand the above Job Description. Further, I understand that this Job Description provides position essentials and the general duties, responsibilities, and specifications of the position; that it may be changed at any time to meet the needs of CCC; and, that it in no way constitutes an employment contract or otherwise alters my "employment at will" relationship with Compassion Christian Church.

Printed Name of Staff Member:

Signature of Staff Member

Date

Job Description Approved: (DH Initials)

Reformatted 03/08/17
Revised 6/16/17