



## Job Description

<b>Title</b>	SC Hospitality Coordinator	<b>Status</b>	Full-time/Non-exempt
<b>Department</b>	Hospitality	<b>Reports to</b>	Pastor Mike Toomey

### POSITION PURPOSE

Provide overall direction and oversight for the recruitment, training, tracking and thanking of volunteers at the South Campus. The goal of this position is to elevate and increase hospitality at Hope Lutheran in order to fulfill our mission... *“to encourage all people to know the love of Christ.”* This position will focus on empowering, encouraging and equipping volunteers for the various hospitality ministries at the South Campus and special congregational events.

### POSITION RESPONSIBILITIES

1. Volunteer Recruiting & Training
  - Lead the Volunteer & Hospitality Teams with primarily responsibility for Hospitality on Wednesdays and Sundays at the South Campus by maintaining a constant presence to support, encourage and recruit volunteers, filling in gaps where necessary
  - Recruit, connect, schedule, train and thank volunteers for the following areas in conjunction with hospitality: ushers, greeters, readers, information desk attendants, kitchen servers, clean-up crews, communion preparers & attendants, money counters, activity bags, security parking team, library, and office volunteers.
  - Recruit and develop volunteer team leaders to assist with coordinating volunteers.
  - Coordinate and recruit volunteers for church wide congregational events including, but not limited to, Rally Week, Seasonal Decorating, Trunk or Treat.
  - Attend New Member Orientation to connect and create relationships to engage new members with volunteer opportunities.
  - Responsible for all logistics regarding funerals at the SC including providing training and oversight to Funeral Teams.
  - Oversight of Hebrews Coffee Shop.
  - Eyes to see what needs to be done
  - Develop and implement new ways to make a welcoming environment at Hope.
2. Administration
  - Become fluent in Hope’s Member and Volunteer Database systems and keep accurate and up to date records.
  - Analyze the volunteer involvement process and develop additional ways to elevate volunteer engagement with the Team
  - Assist Administrative Team by answering phones and member inquires
  - Responsible to organize and maintain office area, work room and common area.
  - Coordinate purchase of supplies for communion worship and other areas as needed.
3. Other Duties
  - Serve as the point person regarding available resources, meetings and activities for the various south campus ministries.
  - Serve on the Arena Team and attend monthly meetings.
  - Other duties as assigned.

### REQUIRED SKILLS AND ABILITIES

- ❖ Faith in Jesus Christ and a commitment to the mission and core values of Hope Lutheran.
- ❖ Positive, engaging, and eager to meet new people and engage them in the ministries of Hope.
- ❖ Ability to organize and prioritize, with an acute sense for detail and accuracy.
- ❖ Proficient computer skills including Microsoft Word, Excel and Outlook

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### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Updated: May 2021

