



Job Description

Title	Director of Hospitality	Status	Full-time/Non-exempt
Department	Hospitality	Reports to	Pastor Mike Toomey

POSITION PURPOSE

Provide overall direction and oversight for the recruitment, training, tracking and thanking of hospitality volunteers. 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 and special congregational events.

POSITION RESPONSIBILITIES

1. Volunteer Recruiting & Training
 - Work with the Adult Ministries Team to “disciple volunteers and staff so that guests and members experience Jesus in our welcome.”
 - Lead the hospitality coordinators, Hebrews staff, and cook.
 - Provide direction to 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.
 - Help organize and recruit volunteers for special congregational events and ministries including, but not limited to, Rally Week, Seasonal Decorating, and Wednesday night suppers.
 - Work collaboratively with Worship Arts regarding decorating.
 - Attend New Member Orientation to connect and create relationships to engage new members with volunteer opportunities.
 - Responsible for all logistics regarding funerals including providing training and oversight to Funeral Teams.

2. Administration
 - Become fluent in Hope’s Member and Volunteer Database systems and keep accurate, uniform, and up to date records.
 - Analyze the volunteer involvement process and develop additional ways to elevate volunteer engagement with the Team
 - Coordinate purchase of supplies for communion worship and other areas as needed.
 - Eyes to see what needs to be done regarding building, spaces, and people.
 - Develop and implement new ways to make a welcoming environment at Hope.

3. Other Duties
 - Regular attendance during Sundays and Wednesdays.
 - 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.

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