

## **Position Profile**

### **Guest Services Specialist**

#### **Point of Contact**

If you are interested in applying for this position and meet the following requirements, please contact the hiring manager.

Cody Trail  
Connections Pastor  
ctrail@cfhome.org

#### **Summary**

This position represents the heart of Christ Fellowship by being the first person visitors come in contact with as they enter the building during business hours. It entails creating a positive and welcoming first impression experience for visitors, connecting people with the help they need, and supporting the ministry teams within the Church. This person must be fluent in both English and Spanish written and verbal communication and be able to handle situations with compassion and professionalism. This position requires someone who can multitask by answering multiple incoming phone lines and who is knowledgeable of all current ministry objectives and events.

This is a part-time, hourly position. As such, this person is expected to manage their workload and time with their supervisor. A typical workweek for this position is 25 hours, with the expectation that the work will occur in the office during normal business hours.

#### **Working Relationships**

This person reports to the Connections Pastor; manages receptionist volunteers; participates on the Communications and Connections teams; interacts with staff, church attendees, visitors, and vendors.

#### **Key Responsibilities**

- Greet guests and provide them with the proper contacts and resources to care for their needs.
- Provide communication support in person, over the phone, and through email.
- Process incoming and outgoing U.S. mail and receive various deliveries that are made through the front door of the church.
- Monitor incoming phone calls and emails, and ensure all outgoing recorded messages are current and informative.
- Manage guest check-in and request emergency assistance promptly, if necessary.
- Assist the Connections Pastor and Communications Director.
- Ensure the lobby and worship areas are ready to receive visitors by helping create or maintain a clean and orderly guest experience (i.e. turning on lights and TVs in the lobby, keeping building-wide materials current and stocked, organizing, monitoring lobby music, etc.).
- Perform administrative duties and execute the monthly First Step Class, as well as follow up with attendees afterward, as needed.
- Enter Connect Card information from Sunday services and special events into Ministry Platform, as needed.
- Create weekly message notes and discussion questions for Sunday mornings.



- Administrate Engage God Daily and churchwide emails.
- Coordinate with the Promiseland Preschool team to support their schedules and safety protocols.
- Assist the Benevolence team in caring for guests who need financial assistance by directing them to the proper resources.
- Perform other duties as assigned by supervisor.

### **Specific Skills/Strengths**

- Fluent in English and Spanish written and verbal communication.
- Ability to empathize and handle sensitive situations with compassion, confidentiality, and professionalism.
- Great attention to detail and proven ability to manage multiple tasks.
- A high level of emotional and social intelligence with the ability to maintain good working relationships.
- Experience using Microsoft office products (i.e., Word, Excel, Outlook, Teams, etc.).

### **Experience/Education Desired**

- At least two years of administrative experience, preferred.
- Customer service and/or hospitality experience.

### **Work Environment and Physical Demands**

This person must be able to exchange accurate information when working with others and be able to work at a desk operating a computer and other office equipment, at least 75 percent of the time, as well as move about the facility to meet with people and access files, other information, operate office machinery, etc. This person must also be able to lift 50 pounds and maneuver it (i.e. twist, push, pull, etc.) and be able to move heavy loads by hand and other similar actions periodically throughout the workweek.