



Job Title: Associate Director of Guest Experience at the Clifton Road Campus

Reports To: Clifton Road Campus Pastor

Position Status: Part time (10-25 hours per week)

Summary of Position

Mercy Hill Church exists to make disciples and multiply churches. We seek to accomplish this through the Acts 2 Flywheel of Gather, Groups, Give, and Go. Guest Experience is a significant part of the *Gather* segment of the flywheel, but it influences much of what we do in the other three sections. The Associate Director of Guest Experience is responsible for leading the Guest Experience ministry at his or her designated campus. This includes volunteer recruitment, assimilation, and leadership development. Guest Experience also includes creating an appealing environment for guests and attendees. This position is responsible for coordinating the logistics for weekend gatherings at your campus, along with managing the ministry budget for the campus.

Conditions of Employment

1. Models the biblical standard of personal conduct and lifestyle that is expected of all Mercy Hill Church staff and covenant members.
2. Fully participates in the life of the church as an active covenant member.
3. Supports and adheres to the mission, vision, values, and philosophy of ministry of Mercy Hill Church.
4. Submits to and supports the leadership of the church elders.
5. Works well as a team player with the elders, staff, key leaders, and volunteers at Mercy Hill Church.

General Expectations

- Should always exhibit professionalism, demonstrated by well-groomed appearance, conscientious work ethic, teachability, and accountability.
- Should be willing and able to work at a fast pace within a variety of settings and circumstances, with composure and flexibility.
- Should be willing to work evenings and weekends occasionally.
- Should be ever conscious of the need for confidentiality.
- Should always exercise discernment and wise judgment.
- Should be a person who gives extreme attention to details with an eye for excellence.



- Should have a willingness to seek new information, training, and resources as needed.
- Should be a self-starter, good at multi-tasking and prioritizing projects.
- Should possess strong administrative skills and the ability to work independently without supervision.

**Performance Evaluation* - It is understood that the performance for this job will be primarily measured and evaluated by the “duties and responsibilities” as well as the “competencies” laid out in this job description.

Staff Tensions

1. Committed to excellence and dependent on God
2. Hungry and satisfied
3. Self-starting and team oriented
4. Fun and serious
5. Overly prepared and flexible
6. Focused and approachable

Job Competencies

1. Core Four
 - Interpersonal Savvy: Relating comfortably and openly with diverse groups of people.
 - Collaborates: Builds partnerships with others to meet shared objectives.
 - Ensures Accountability: Holding self and others accountable to meet commitments.
 - Demonstrates Self-Awareness: Understands personal strengths and weaknesses.
2. Tier One:
 - Situational Adaptability: Adapts approach and demeanor in real time to match the shifting demands of different situations.
 - Communicates Effectively: Uses multi-mode communication that is prompt, clear, honoring, professional.
3. Tier Two:
 - Directs Work: Delegates tasks, organizes tasks, and removes obstacles to get work done.



- Drives Results: Consistently achieves results, even in difficult circumstances.

Duties and Responsibilities

1. **Lead Yourself** - as the AD of Guest Experience it is important that you are spiritually healthy so that you can lead others out of the overflow of what you already have. Here are a few ways to do that:
 - a. Take a Sabbath every week.
 - b. Participate in a community group. This sets an example for our staff and attenders showing that this is where we build community, grow personally, and help others get involved.
 - c. Attend an entire service weekly.
 - d. Talk with your mentor or pastor.
 - e. Read the Word and do whatever else helps you connect with God.
 - f. Serve in your community or world.
2. **Weekend Gatherings & Campus Events:**
 - a. You will be responsible for creating an appealing and welcoming environment for guests and attendees at the weekend services.
 - b. Weekend responsibilities primarily include overseeing the Guest Experiences teams and ensuring they have everything needed to serve with excellence.
 - c. Investing into their serving experience significantly improves guest experience.
3. **Volunteer Development**
 - a. You will be responsible for leading new volunteers through the Weekender/A1S1 Weekend, helping them connect to the team that best aligns with their gifts and passions.
 - b. This position is heavily focused upon ongoing volunteer encouragement opportunities, along with appointing and raising leaders amongst the teams.
4. **Guest Follow-up:**
 - a. You will be responsible for following up with First-Time Guests.



- b. This includes overseeing the handwritten notes written to guests by volunteers, communicating with each guest within 24 hours of their visit (via text), and submitting all First Time Guest cards to your direct report.
5. **Reporting:** You will be responsible for submitting campus-specific metrics in a timely fashion. This information is used to accommodate future guests and facilitate campus (and team) growth.
6. **Supplies:** You will be responsible for taking inventory of the needed supplies for the Guest Experiences ministry at your campus. This includes managing the stock on hand to know when purchases need to be made and submitting supply requests in a timely fashion.
7. **Ordinances:** You will be responsible for the setup, execution, and breakdown for Baptism and Communion. This includes ensuring the needed supplies are available when needed. You will also participate with other staff and lay leaders in counseling people desiring to be baptized.
8. **Miscellaneous Responsibilities:** *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.*
 - Be willing to provide a helping hand with miscellaneous duties during the gathering: including first steps, baptisms, communion, etc.
 - Table-hosting at Weekender and/or Vision Summits.
 - Be present at weekly staff prayer and monthly All Staff Gatherings.
 - Participate in all staff retreats and events.

Essential job function: Duties [1] through [4] are designated as ADA essential functions and must be performed in this job. All other job duties are secondary functions.

Job Requirements

Physical Requirements:

1. Ability to continuously stand, sit, and/or walk.
2. Ability to bend, climb stairs, and/or lift occasionally.
3. Ability to lift 5 to 30 pounds occasionally.
4. Ability to squat occasionally.
5. Ability to communicate continuously with other people.
6. Ability to operate computers continuously in order to complete necessary office work.
7. Ability to frequently comprehend physical and/or digital documents and frequently prepare physical and/or digital documents.



Work Environment

1. May occasionally work in temperatures above 95 degrees and below 32 degrees.
2. May occasionally walk on slippery or uneven surfaces.
3. Noise level in the environment is frequently loud.
4. May occasionally work outdoors.
5. May continuously work indoors within office spaces.

Office Hours and Work Schedule

1. Office Hours: Weekend Services, Monday-Thursday, 8:30am-5:00pm. Time may be offset due to events/meetings outside of office hours.
2. Holidays: All staff-wide holidays as outlined in the Staff Handbook
3. Time Off: Refer to Staff Handbook

Organizational Relationship

- Guest Experience:
 - Clifton Road Campus Pastor – **Primary**
 - Senior Director of Campuses – **Secondary**

This job description is subject to change at any time.

Name

Date

Campus Director

Date

Senior Director

Date