

Windsor Village United Methodist Church Job Description

Job Title: Guest Relations Coordinator
Reports to: Assoc. Pastor, Congregational Care
FLSA Status: Exempt
Pay Range: Commensurate with experience
Hours: Full-time (40 hours/week)

A. General Summary and Purpose

The Guest Relations Coordinator will provide leadership for the Windsor Village Church family customer service ministries (Parking Lot, Mobility Assistance, Ushers, Greeters, Red Coats, etc.). Duties include recruiting, training, coaching, managing and providing platinum service which contributes to positive experiences that supports evangelism and assimilation.

B. Responsibilities/Major Job Duties

- Develop and execute recruitment campaigns for customer care ministries.
- Organize, coordinate and manage the recruitment of volunteers for the various ministry opportunities.
- Develop Customer Care Descriptions for each volunteer position.
- Build relationships and stay connected with volunteers.
- Act as the single point of contact for customer care ministry volunteers.
- Coordinate volunteer activities; arrange and attend meetings; and report to staff, as needed.
- Schedule and assign volunteers for programs and events.
- Develop and implement training programs for all customer care volunteers.
- Design a volunteer operations procedural manual and manage customer care policies, procedures and standards of volunteer service.
- Maintain a current database of all volunteers. Enter and update notes in Fellowship One.
- Provide timely statistical and activity reports on volunteer participation.
- Develop and implement a volunteer recognition program.
- Provide ongoing support and guidance for customer care ministry volunteers to promote cooperation, interest and to resolve grievances.
- Evaluate all aspects of customer care programs to ensure effectiveness and to recommend/implement changes, as appropriate.
- Create and distribute various communications and publications, including a newsletter, texts, social media or emails to customer care ministries.
- Maintain budget trackers and email monthly budget trackers to the CAO, as required.
- Prepare PO's, check requests and process time sheets.
- Request space allocation in ServiceU, provide room layout diagrams and technical audio visual requirements for customer care ministries events; and participate in COM calendar planning activities.
- Update ministry blog content as needed.
- Attend and participate in Feasts and Church wide event planning meetings.
- Perform other duties, as assigned.

C. Knowledge Required and Personal Qualifications

- Three to five years of administrative/secretarial experience.
- Possess knowledge of office management systems, procedures and equipment.
- Proficiency in MS Office (MS Excel) and the desired ability to learn and adapt to new software and technology is required. Experience with Fellowship One, Trello or other church management system is desired.
- Work independently and as part of a team.
- Excellent organizational and time management skills and the ability to prioritize work.
- Possess strong critical thinking, problem solving skills, team build and work execution skills.
- Excellent written and verbal social skills.

D. Keys to Success

- Maintains an attitude of trust, loyalty, confidentiality and work with integrity and honesty.
- Adapt readily to change, flexible, self-starter, self-directed, and available to work overtime as necessary.
- A willingness to accept last minute rush assignments.
- Must be detail oriented with good human relational skills for communications at all levels of the organization, as well as patience for a high volume of telephone and one-on-one contacts.

E. Work Schedule

The work week includes 40- hours worked Sunday - Saturday to support the Church-wide events. Standard day off is Monday plus another day.

F. Supervision Exercised

This position will involve supervision of designated ministry volunteers and paid casual staff

G. Work Environment

The responsibilities of this position will be carried out in a normal office environment with acceptable lighting, temperature and air condition.

H. Physical Effort

This position requires lifting of up to 40 lbs. With some assistance, it is necessary to push or pull up to 50lb. containers. In stocking materials and supplies, it is necessary to bend, reach, and climb a ladder while holding boxes to reach proper storage levels.

To apply, please send your resume to hr@wvumc.com or fax to 713-726-2565.