



Job Description - Guest Experience Director

WHAT	<i>Title and one sentence of position</i>
Description: This position is responsible to ensuring healthy, growing and strategic serve culture, system and structure exist on the Guest Experience teams at The Father's House Chili Campus in order to help lead people toward becoming fully surrendered disciples of Jesus Christ.	

WHERE	<i>Campus, Department, etc</i>
Chili Campus	

PROFILE	<i>List the qualities needed to fulfill this position.</i>
Builder - Team Builder, capable of growing and leading thriving serve teams	
Passion - for serving and the role it plays in helping people move toward becoming fully surrendered disciples of Jesus Christ	
Influence - Strong Influencer capable of shaping culture and building leaders	
Focus - Administrative and people oriented	
Personality - who is conscientious, systematic and strategic (Preferably a DISC - I/C or I/S)	
Leadership - Capable of leading other leaders	

WHO	<i>List the people that this staff and volunteers manages and reports to</i>
1. Reports to Chili Campus Pastor	
2. Volunteers - Leads 6 Volunteer Directors of the Guest Experience Ministries	
3. Collaborative member of the Chili Campus Team	

WHEN	<i>Describe the typical work week for this role</i>					
SUN 7 to 2	MON 9 to 5	TUE 9 to 5	WED 9 to 3	THU 12 to 9	FRI	SAT

HOW	<i>List the general responsibilities this person oversees. Not specific tasks.</i>
Recruitment - Assimilation and Retention of New Volunteers to Ministry needs and standards	
Health of Serve Teams - Ensuring the health of each team and leadership accountability	
TFH Values - Promote and champion the TFH house wide mission and serve values	
Administration - CCB Oversight related to serve and ensure accountability structures to support health	
Celebration - Ensuring a culture of celebration occurs that identifies and promotes ministry success	
Leadership - Development and equipping of team leaders across all areas to achieve ministry outcomes	

METRICS	<i>List the measurables that would indicate a "win" in this role.</i>
Growth - Recruitment, Assimilation and Retention numbers remain healthy (total serve opportunities, unique serves, retention in each area, based on ministry plans and needs, and in particular leveraging large on ramp events)	
Team Targets	Parking - Active Roster 30, Bi-Weekly Attendance of 24
	Greeter - Active Roster 60, Bi-Weekly Attendance of 48
	Usher - Active Roster 30, Bi-Weekly Attendance of 24
	Cafe - Active Roster 50, Bi-Weekly Attendance of 42
	Hospitality - Active Roster 30, Bi-Weekly Attendance of 24
	Team Lounge - Active Roster 8, Bi-Weekly Attendance of 6
	ASL - Active Roster 8, Bi-Weekly Attendance of 4
Weekend Execution - ensure all 6 teams are trained, equipped and scheduled to execute all weekend and event services up to the standards defined in ministry playbooks and manuals.	
Events - support all major events with planning and Guest Experience support as needed	
Team Health - conduct monthly ministry leadership trainings and quarterly ministry audits to ensure continual focus on growth and health across all teams	
Spiritual Formation - growth in percent of volunteers choosing other full surrender measures	