



Suncrest Christian Church Guest Experience Director Job Description

Purpose:

The Guest Experience Director envisions and implements excellent environments and experiences for every person who steps onto the ministry campus, with a particular focus and care given to new guests. They lead a team to accomplish this shared vision. They also ensure team members have spiritual care and are growing to more fully live the kind of life that Jesus lived. This key role maximizes Suncrest's mission through his/her personal leadership and by developing new leaders and coaches.

Role and Responsibilities:

- Develop a strategic vision for great experiences from the street to the seat in the auditorium
- Help design and create visually appealing guest experiences that are engaging and aligned with the weekend theme
- Ensure quality control for all new guest environments
 - Cafe (including coffee and food items for weekends)
 - Greeters
 - Welcome Center
 - Parking Lot & Front Doors
- Provide spiritual leadership and oversight of guest experience coaches, leaders, and contributors
- Oversee inventory, ordering, and delivery of weekend consumables
- Assist with the follow up and next step process for new guests

Qualifications:

- Weekly availability during weekend worship service times (Thursday night and Sunday morning) plus additional weekday office hours
- Character and competency to positively represent the DNA/values of Suncrest
- Excellent verbal and written communication skills
- Thoroughness, accuracy, propensity for follow-through and a detail-orientation
- Critical thinking and organizational skills
- Technological proficiency
- Humility and open desire for personal and professional development
- Current and continued spiritual growth
- Effective leadership, interpersonal, and communication skills
- Integrity of character to handle sensitive leadership conversations
- Ability to maintain appropriate confidentiality
- Team player, self-motivated, and strong work ethic
- Strong recruiting capacity
- Bold change agent who pursues strong, healthy results (changed lives)

Hours

- Approximately 29 hours per week including weekend services plus special events as needed (specific hours worked to be determined).

This role reports to the Next Steps Pastor, who is responsible for the continued development and care for the individual in this role.

Note: The above job description is intended to describe the general nature and level of work being performed by individuals in this position. It is not an exhaustive list of all responsibilities, duties, and qualifications required. The Executive Pastor or your supervisor may revise the job description as needed to meet the mission and needs of Suncrest.