Director of Visitor Experience

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| **Ministry Area/Department** | Hospitality |
| **Position** | Director of Visitor Experience |
| **Reports To** | Director of Helps and Pastor |
| **Ministry Target** | Visitors and guests |
| **Position Is** | Stipend |
| **Position May Be Filled By** | Church member in good standing |
| **Minimum Maturity Level** | New, growing Christian |
| **Spiritual Gifts** | Serving • Administration • Exhortation |
| **Talents or Abilities Desired** | Comfortable talking to and greeting guests • Ability to give good directions regarding church facilities • Ability to lead and direct others |
| **Best Personality Traits** | Hospitable • Outgoing • Sensitive to needs and feelings of others • Dependable-expresser or expresser-analyst |
| **Passion For** | Making people feel welcome |
| **Length of Service Commitment** | One year minimum |

# Anticipated Time Commitments

1. **Doing ministry/preparing for ministry:** three (3) hours a week
2. **Participating in meetings/training:** minimal, as needed

# Purpose

As Director of Visitor Experience you will oversee all directives involving hospitality to visitors and members while on the campus of UCFM. The director will work to ensure that every person entering the church is greeted and that visitors are offered assistance as appropriate so that everyone feels important and welcome and is able to find his or her desired information and or destination easily.

# Responsibilities/Duties

Duties of the Director of Hospitality and Visitor Experience include:

1. Ensure team is in place to greet and welcome visitors (partner with Director of Greeters).
2. Ensure visitors get to their desired destination.
3. Introduce visitors to church staff, teachers, and members of similar age when possible.
4. Recruit a team as needed.
5. Create and oversee the welcome center.
6. Make sure the welcome center is stocked with information about the church’s ministries, tracts, a map of the church, etc.
7. Oversee budget and expenditures for the Visitor Experience ministry.
8. Create and maintain special parking for visitors.
9. Ensure all outreach, fellowship, and discipleship opportunities are visible to visitors.
10. Ensure letter/email goes out to all visitors after initial visit.
11. Create and maintain a visitor reception each Sunday.
12. Prepare an exceptional welcome for each worship service.
13. Provide feedback to all departments on image, marketing, and ministry awareness.
14. Partner with Events department in providing special gifts for visitors and guests throughout the year.