

## COMPASSION CHRISTIAN CHURCH JOB DESCRIPTION

Position Title	Department	Reports to
Guest Experiences Coordinator	Campus Development - Henderson	Guest Experiences Specialist
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	02.2026- cdb/HR

### WHO WE ARE

We are guided by our fundamental values, our **CORE4**, which define our culture, but it's our mission that drives everything we do: to **LEAD OTHERS TO A LIFE-CHANGING RELATIONSHIP WITH JESUS.**

- Roof Wrecker (RW): Willing to go above and beyond to help others connect with Jesus.
- Game Changer (GC): Committed to doing whatever it takes to advance the Kingdom.
- Ephesians 4 (E4): Focused on raising others up to fulfill their potential and contribute.
- We Over Me (W/M): Prioritizing the good of the team over personal gain.

### POSITION SUMMARY

The Guest Experiences Coordinator supports the Guest Experiences Specialist in creating welcoming, ministry-ready environments at the Henderson Campus. This role coordinates weekend and event operations (including baptisms), manages Café operations and budgets, oversees volunteer scheduling and training for Café Operations, and the Welcome Desk, and handles room reservations, supplies, and related systems. By enabling excellent guest care and developing others, the Coordinator helps create spaces where people can encounter Jesus.

### ESSENTIAL DUTIES & RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- **Guest Experiences Team Leadership (E4, GC, RW):** Partner with and support the Guest Experiences Specialist to implement volunteer teams for events and service elements (e.g., holiday lobby set-up/breakdown); schedule, supervise, and train weekday & weekend volunteers for Café, Operations, and the Henderson Welcome Desk; facilitate connections processes and help raise others up to lead.
- **Event Operations & Weekend Preparation (GC, RW, W/M):** Oversee and support event logistics and weekend preparation at Henderson (All Staff, Next Level, GLS, baptisms, etc.); assist with event support as needed and manage baptism scheduling and coordination for pastors/deacons and Henderson Campus.
- **Café Operations & Financial Management (GC, E4):** Oversee Henderson Café operations including set-up/breakdown, volunteer supervision, inventory, maintenance of café equipment, POS systems, cash handling, weekly revenue reporting, and acquisition of supplies; manage and forecast the Café budget; administer Guest Experiences budgets, mastercards, and reporting.
- **Facilities, Supplies & Systems Coordination (W/M, GC):** Coordinate room reservations and facilities work orders for the Guest Experiences team; coordinate with Central for ordering and maintaining supplies; manage data entry and reporting related to Guest Experiences operations.
- **Additional Responsibilities (W/M, GC, E4):** Perform other duties as assigned that support the mission and guest-centered ministry.

### COMMITMENT TO CHRIST and CCC

- Demonstrates a personal relationship with Jesus Christ and actively engages in spiritual growth.
- Participates in regular accountability with a designated staff partner or approved individual.
- Adheres to the Mission, Vision, Core Values, Philosophy of Ministry, and Statement of Faith of CCC.
- Supports and upholds the policies and procedures outlined in the CCC Employee Handbook.

**TEAMWORK and PROFESSIONALISM**

- Embraces a collaborative team mindset and actively contributes to the objectives of the Vision & Strategy Team (VST).
- Maintains the highest standard of personal conduct and lifestyle, as outlined in the Team Assumptions.
- Demonstrates a commitment to excellence in all work, recognizing its significance.

**MINIMUM QUALIFICATIONS**

- **Experience:** Minimum of three (3) years experience in related field, and preferably role (general service industry), and one (1) year of management experience, with a proven track record
- **Education:** College Degree, consideration will be given to equivalent experience

**Knowledge, Skills, and Gifts:**

- **Spiritual Character & Team Fit:** Demonstrates integrity, humility, a servant-hearted attitude, and a commitment to the church’s mission to create spaces where people can encounter Jesus.
- **Guest Service & Interpersonal Skills:** Demonstrated ability to create welcoming experiences, attend to guest needs, and maintain a warm, hospitable environment; excellent verbal communication and customer-service skills; exhibits a Christ-like attitude in words and actions when interacting with staff, volunteers, and guests.
- **Volunteer Leadership & Operations Coordination:** Experience recruiting, scheduling, training, and developing volunteers; strong event logistics skills including planning, set-up/breakdown, weekend preparation, baptism coordination, and managing room reservations and work orders.
- **Financial, Technical & Administrative Skills:** Comfortable managing budgets, cash handling, POS systems, inventory tracking, and basic financial reporting; proficient with POS and web-based reservation/work-order systems, office software, and accurate data entry; able to learn new tools as needed.
- **Physical Activity & Responsibilities:** Able to perform light to moderate physical tasks related to set-up/breakdown and café work (lifting up to 50 pounds, carrying, bending, pushing) with or without reasonable accommodation. Have reliable transportation, able to get to and from work.

**EMPLOYEE ACKNOWLEDGEMENT:** I understand and acknowledge that my employment with Compassion Christian Church is "at-will," meaning it can be terminated by either party at any time, with or without reason, and with or without notice. This job description, along with any other provided documents, does not constitute an employment contract or guarantee of continued employment.

I have read and understand the contents of this job description. I understand that it may be subject to change and does not alter my "at-will" employment status.

Reviewed with employee by

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_  
Title: \_\_\_\_\_ Date: \_\_\_\_\_

Received and accepted by

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_  
Title: \_\_\_\_\_ Date: \_\_\_\_\_