

## Guest Experience and Events Director

### Outline of responsibilities:

1. Modeling Biblical Priorities
  - a. Commit to a daily quiet-time with God.
  - b. Participate in a Victory Church LifeGroup on a regular basis.
  - c. Develop personal evangelism opportunities within and outside the church.
  - d. Set appropriate boundaries to protect character and integrity.
2. Coordinate Guest Experience through weekly service host teams including Café, Parking, Ushers and Greeters
  - a. Support Team Leaders in the four host areas with regular communication, team scheduling guidance, and team training paths.
  - b. Help grow the teams by developing and training Team Leaders in follow-up and on-ramp systems for new volunteers.
  - c. Develop and communicate job descriptions and training documents for each host area.
3. Execute special events
  - a. Foster personal engagement that leads to ongoing connection with the life of Victory Church
  - b. Direct special event host teams including Café, Parking, Ushers and Greeters (not all always needed) for non-routine events. Non-routine events include (but are not limited to) large Sunday invite events (Block Party), rentals, fill events, leadership training, etc...
  - c. Create a special event team and appoint a team Leader for the host teams that identifies volunteers for special events including (but not limited to) rental events, special services and outdoor events.
4. Oversee connections/follow-up team
  - a. Interface with current connections team leader to ensure that communication steps are completed in an effective and timely manner.
  - b. Assist connections team leader to develop training for guest follow-up.
  - c. Connect guest follow-up with discipleship and growth track steps by updating scripts, letters and promotional material.
5. Manage first time guest assimilation
  - a. Manage tools to connect with guests and oversee first time and second time guest retention.
  - b. Execute Discover Victory class on a monthly basis.

This position is full-time, and would report to the Connections Pastor, Anna Weikert. It would require the following regular working hours:

- Sunday morning and a weekday evening before huddle time through all services.
- Flexible office hours through the week on a Sunday through Thursday rhythm, both in-person and virtual.
- Weekly in-person meeting with Connections Pastor.
- Attendance at weekly staff, prayer, and service planning meetings.

Education:

Bachelor's degree preferred, relevant work experience in event management, hospitality or customer service considered.

**Please email your resume to [anna@getvictory.net](mailto:anna@getvictory.net)**