



**MOUNTAIN
VIEW** COMMUNITY
CHURCH

Guest Services Director Job Description

RESPONSIBILITY:

The Guest Services Director provides leadership and oversight for the guest experience across campuses, equipping teams, developing systems, and creating environments that remove barriers, foster connection, and make every guest feel welcomed, valued, and cared for.

REQUIREMENTS:

- Love God, have a personal relationship with Jesus Christ, have been baptized as a new believer, and model a mature spiritual life.
- Become (if not already) a member of MVCC.
- Commit to weekly worship at and tithing to MVCC.
- Spend time in prayer and the study of God's Word daily.
- Understand and clearly communicate the MVCC mission and values.
- Have the basic understanding of the Bible, spiritual formation, and theology.
- Practice personal discipleship through a life group and mentoring.
- Agree to abide by all provisions of the employee handbook.
- Possess these required skills:
 - Interpersonal, verbal, and written communications skills.
 - Problem-solving and analytical skills.
 - Ability to interact well with all generational levels.
 - Ability to use or learn to use products like Microsoft Office and Planning Center Online.
- Administer programs and detail work well.
- Be willing to have and to receive difficult personal conversations/feedback.
- Be a team player who can both build and lead a team of leaders, as well as serve on a team of leaders.
- Act as a catalytic leader and self-starter who not only gets things done, but makes things happen.
- Discern needs and respond appropriately, sensitively, and proactively.
- Stay current with ministry trends by listening to and reading books, periodicals, podcasts, and attending approved conferences.
- Continue to grow in knowledge through conferences, podcasts, webinars, and interaction with other ministry leaders.
- Attend all staff meetings and retreats, when possible.
- Maintain flexible working hours as determined by the needs of the ministry.
- Take on other responsibilities as directed by his/her supervisor.

SPECIFIC RESPONSIBILITIES:

- Provide strategic leadership for Guest Services across campuses, ensuring excellence in the guest experience through vision casting, leadership development, volunteer engagement, and the effective execution of Sunday and special event operations.
- Engage volunteer leaders of the Hospitality, First Impressions, Medical, Security, Decorating, and Connections teams across campuses through relationship-building, leadership development, and delegation.
- Lead and continually enhance the guest assimilation pathway, ensuring a seamless progression from first-time guest to active ministry involvement and membership through guest follow-up and connection systems.
- Provide leadership for Starting Point by planning, coordinating, facilitating, and evaluating events that help attendees understand the church's mission, connect to ministries, and take next steps toward membership and engagement.
- Collaborate with the Communications Director to create a welcoming, consistent, and effective experience through guest-facing touchpoints such as signage, communications, digital platforms, and campus environments.
- Provide oversight and leadership for facilities operations across campuses through supervision of the Facilities Director and related teams, ensuring buildings, grounds, building systems, and safety infrastructure are properly maintained and operated.
- Attend building-related meetings regarding policies, needed repairs, significant projects, and events when called upon.
- Develop and manage a budget plan for yearly needs and capital expenditures.
- All other duties as assigned or deemed necessary.

SUPERVISES: The leadership structure of Guest Services across campuses, including paid staff positions and volunteer leaders.

HOURS: 15 Hours a Week

REPORTS TO: Lead Pastor

SALARY AND BENEFITS: See Hire Letter and Personnel Manual

WHAT TO DO NEXT: Submit resume to resumes@mountainviewcc.net

Mountain View Community Church
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