



Manager of Guest Experience and Hospitality

Position Type: Exempt, Salaried
Classification:
Category: Full-time (40 hours)
Reports to: Pastor, Teaching and Guest Experience

ORGANIZATIONAL OVERVIEW

At St. Luke's United Methodist Church, we are an open community of Christians helping people find and give hope through Jesus Christ. We are committed to our community on the northside of Indianapolis and have seen our reach grow regionally and beyond through our digital presence. With a membership of over 6,000 we are the largest United Methodist Church (UMC) in Indiana and one of the largest in the U.S.

People are attracted to St. Luke's for our values: Our commitment to live the mission of the UMC, "To make disciples of Jesus Christ for the transformation of the world" and living the Christian faith in a way that is open to everyone - regardless of their gender, race, ethnicity, sexual orientation, nationality, disability, or socioeconomic background. As a church we are working to ensure that our congregation and its leadership represent the diversity of the community in which we are located. We are dedicated to including women, people of color, and LGBTQ+ as staff and in positions of leadership and decision making.

POSITION OVERVIEW

Across multiple St. Luke's campuses the Manager of Guest Experience and Hospitality manages and coordinates the planning, creation, organization, and implementation of all aspects of hospitality for Sunday mornings, high impact opportunities, and large outside events held at St. Luke's UMC. They will be responsible for creating radically welcoming environments to ensure that all guests tangibly experience Christ's love.

This position is a theological commitment to inclusiveness and providing a space where people are both welcomed and valued. This is not only seen through intentionality in programming, but also infused in the DNA of the congregation. How they are received from the earliest moments on this campus to how they feel as they leave the church determines the possibility of a return visit. This will require the regular recruitment and training of volunteers and staff to ensure that this is felt throughout the life of the congregation.

This position requires skills and gifting in leadership, mentoring, collaboration (with staff and volunteers), organization, planning, and creativity.

RESPONSIBILITIES

Guest Experience

- Create new volunteer teams that reflect our community to ensure a guest-ready impression as new people experience St. Luke's for the first time.
- Work with Communications to create and maintain outside signage that reflects brand and mission.
- Recruit, train and encourage a team of volunteers who will work together to support worship services (ushers, greeters, parking lot teams, FH refreshments, children's greeters, and welcome centers), high impact events and other targeted opportunities specified by Lead Team and Supervisor
- Serves as key contact and host for guest presenters and speakers.

Sunday Morning Hospitality

- Developing and implementing a culture of hospitality and welcoming environments across all ministries by partnering with paid and unpaid team leaders and teams to create a consistent experience of welcome throughout St. Luke's.
- Manage the approved budget.
- Manage the supplies needed for hospitality (yellow shirts, coffee, doughnuts)
- Collaborate with Worship Producer and Worship Team to create and implement ideas for WOW Sundays and activities.
- Provide training and resources to staff around best practices in hospitality and safety

Special Event Hospitality – Oversee the Hospitality Experience

- Holiday Events
- Approximately 5 annual events, including any of the following: Winter Leadership Summit, Father's Day, All Church Picnic, Gratitude Breakfast and Fundraising events
- Wednesday Night Live
- Priority events that have been strategically planned with outward focus to target new persons and with community reach.

Front Desk Hospitality

- Manage and oversee 2 staff people and volunteers who job-share to cover regular weekday front-desk hours and responsibilities.
- Coordinate front desk volunteers for Sunday morning coverage and develop a team of volunteers to staff the front desk during special events.
- Coordination of staff and volunteers to ensure coverage, training, and a consistent experience of hospitality
- Proactively ensure front office staff/volunteers has up-to-date ministry information on a consistent basis to ensure high level of hospitality.

Contract Administration

- Act as a liaison between St. Luke's and outside organizations/individuals seeking to rent space for large activities.
- Review contracts with external clients and obtain appropriate signatures.
- Manage accounts receivable with external clients.
- Work with Finance to ensure appropriate accounting and timely deposit of all payments.
- Communicate effectively with facilities to coordinate the needs of groups using our building for large events.

QUALIFICATIONS

Demonstrate passion about the Christian faith, actively seek to grow in personal relationship with God and be committed to the mission and purpose of St. Luke's.

- Previous experience in the areas of hospitality or guest services, preferably in a multisite church context
- Experience with managing and leading diverse staff teams
- Excellent communication and organizational skills
- Ability to work positively in a team-based environment and to recruit, train and develop leaders
- Understanding of and willingness to reach for excellence
- Ability to lead change amongst diverse teams in a collegial manner
- Flexibility with working hours due to the potential need for oversight at evening and weekend events.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

2/11/2022