



Job Description

Position: Guest Services & Care Coordinator, South Naperville Campus
Reports To: Director – Guest Services, Women & Congregational Care -SN -Jeanne Lunde
Schedule: Part-Time (1,200 hours per fiscal year; est. 20+ hours/week) / Hourly, Non-Exempt
Employment Classification: Coordinator

Competencies

- *Administration.* Possesses the ability to understand what makes an organization/team function and the special ability to plan and execute procedures that accomplish its goals.
- *Organizational Savvy.* Operates within the organization's formal and informal structures, thinks critically, understands others' roles and perspectives, can see ways to accomplish set goals and objectives.
- *Team Player.* Builds trust quickly, is easily coached, accepts mistakes, and helps support volunteers to achieve goals and outcomes.
- *Hunger and Humility.* Approaches each day with a drive to make a Kingdom impact, while possessing a teachable spirit and dependence on the Lord.
- *Results Focused.* Exhibits a commitment to results, prioritizes tasks, overcomes obstacles, accepts accountability, embraces team standards and responsibilities, and is self-motivated.
- *Personal Faith.* Possesses a deeply-rooted faith in Christ, desires personal spiritual growth, and has a drive to inspire others through mission, vision, and purpose.

Guest Services

- Work in tandem with the Guest Services Director to implement processes for new attendees & those seeking to connect, in efforts to live out the four priorities at The Compass Church.
- Work with Guest Services Director to pioneer a follow up strategy that provides guests a personal experience to belong along with a process for assimilating guests.
- Help the Guest Services Director develop systems to reengage disconnected attendees.
- Oversee the systems and processes for the Café & Guest Services areas along with their weekly execution to ensure smooth running over the weekends and special events.
- Coordinate well planned events such as Discover The Compass, Guest Services leadership meetings & trainings, etc., to help new attendees connect and leaders to grow.
- Support Guest Services team leaders & volunteers in their roles to achieve goals & objectives.

Congregational Care

- Work in tandem with the Care Director to care for congregants effectively & efficiently.
- Work with Care Director to set up a system to invite, encourage, and follow up with those in our care to help them find community and support here at The Compass Church through programs offered, and the personal pursuit of the four priorities.
- Support the assistance team and the prayer team to help best care for congregants.
- Coordinate process for Baptisms to ensure service is smoothly run and God glorifying.

- Work with Care Director to create, maintain, and refine the processes & procedures for congregational care.

Requirements

- Be committed to the Mission, Vision, Priorities, and ministry philosophy of The Compass Church.
- Attend weekly Campus/ministry staff meetings.
- Attend monthly All-Staff meetings.
- Affirm our Statement of Faith and be in theological agreement with The Compass Church and the Evangelical Free Church of America.
- Attend The Compass Church weekend worship services on a regular basis.
- Be a member or become a member of The Compass Church within 12 months of employment.
- Basic understanding of Microsoft Office.
- Learn the basics of and leverage various internal church softwares, such as our Rock database, and Planning Center.
- A willingness to take on other duties as assigned.