



## Job Description

**Position:** Director of Guest Services, South Naperville Campus

**Reports to:** Campus Pastor

**Schedule:** Part-time; 20 hours/week

**Employment Classification:** Director (D)

### Position Summary

The Director of Guest Services is responsible for creating welcoming, well-organized, and engaging first-impression experiences that help guests feel at home and take meaningful next steps at the South Naperville Campus. This role provides leadership for Guest Services teams, systems, and environments that strengthen assimilation, increase engagement, and support the overall mission of The Compass Church.

### Guest Services

- Provide leadership for the health and growth of first-impression ministry teams, ensuring welcoming and engaging guest experiences.
- Lead Guest Services teams including Parking, Greeters, Ushers, Communion Prep & Serving, Next Steps, Café, Discover The Compass, and special events hospitality.
- Manage inventory and ordering of Guest Services supplies.
- Recruit, equip, and lead lay leaders within Guest Services ministries.
- Plan and oversee seasonal promotional displays throughout the building to highlight ministry events, studies, Serve In Teams campaigns, and other initiatives.
- Manage and steward the Guest Services Budget.

### Assimilation

- Work closely with the Next Steps team to establish clear and consistent communication with guests and disconnected attendees.
- Develop and maintain systems for regular guest engagement through email and SMS communication.
- Plan and implement strategies to help guests and disconnected attendees increase engagement with worship services, serving teams, groups, and events.
- Lead and facilitate Discover The Compass with regularity.

### Collaboration

- Ensure strong communication and collaboration with South Naperville Campus Pastor and campus staff.
- Collaborate with the Pastor of Adult Ministries and the Campus Pastor to plan and host Discover The Compass and other assimilation initiatives.
- Set and work toward quarterly objectives under the guidance of the South Naperville Campus Pastor.

### **Additional Requirements**

- Attend weekly campus or ministry staff meetings.
- Attend monthly All-Staff meetings.
- Affirm The Compass Church 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 of The Compass Church or become a member within 12 months of employment (spouse included if married).
- Basic proficiency in Microsoft Word.
- A willingness to take on other duties as assigned.