THECOMPASSCHURCH

Job Description

Position: Director of Guest Services, Naperville Campus

Reports to: Campus Pastor, Naperville Campus

Schedule: Full-time (40+ hours per week); Salary, Exempt (weekends required)

Employment Classification: Director/Pastor (D)

Job Summary

This position reports to the Campus Pastor of the Naperville Campus and leads the Guest Services ministries to serve the mission of *Helping People Find & Follow God* by creating a welcoming environment, fostering church family and fellowship and helping guests make meaningful connections that support their assimilation into the faith community and collective mission of The Compass Church.

Duties/Responsibilities

Responsibilities include, but are not limited to:

Guest Services Leadership

- Oversee the philosophy of ministry, strategies, staff, lay leaders, volunteers and associated budgets for the Guest Services department at the Naperville Campus.
- Provide leadership and oversight for the Pre-Service Prep Team, Parking, Welcome/Hosts, Ushers, Communion, Compass Central, Atrium Café, Discover The Compass and Guest Follow Up teams.
- Ensure each Guest Services team has volunteer leaders to guide and support team members.
- Lead Guest Services teams in providing hospitality during weekend worship services, connecting people to the church family and supporting special events and occasional or larger midweek ministries.
- Recruit, train, manage and develop Guest Services volunteers, encouraging the understanding that serving is a form of discipleship for those serving and fellowship is a form of discipleship for those being served.
- Contribute to collaboration and alignment with other Compass Guest Services staff members.

Guest Connections & Assimilation

- Oversee guest connections and assimilation strategies to help people new to the church take their first steps toward becoming part of the church family.
- Lead Discover The Compass and/or implement other assimilation strategies that help guests become acclimated to The Compass Church before connecting them with Adults, CompassKids, Students, or Care Ministry.
- Encourage guests to connect with the church through appropriate assimilation opportunities and follow-up strategies.
- Track and evaluate monthly metrics related to guests taking initial steps of identification and subsequent steps of engagement, including returning to services, giving and participating in assimilation opportunities.

Campus Events & Hospitality

- Lead Guest Services support for Campus special events, ensuring an appropriate Atrium presence and welcoming environment.
- Coordinate Guest Services involvement in key events, including Mother's Day, Father's Day, Good Friday/Easter and Christmas Eve.

- Oversee Café ordering and monitor expenses to maintain budget compliance.
- Support the hospitality and logistical needs of Campus ministries, worship services and special events as assigned.

Campus Leadership & Ministry Support

- Contribute as a generalist leader who can speak into the overall strategy and state of affairs of the Naperville Campus and The Compass Church.
- Provide general shepherding and care for the church family, particularly volunteers serving on Guest Services teams.
- Lead special projects as assigned.
- Understand and support the mission, vision and priorities of The Compass Church and encourage leaders and volunteers to align with these guiding principles.
- Attend weekly Campus/ministry staff meetings.
- Maintain a strong weekend presence to provide oversight, develop leaders and strengthen relationships with the congregation. The Naperville Campus offers Saturday evening and Sunday morning services and staff are expected to regularly attend worship services as participants.
- Perform other duties as assigned.

Required Skills/Abilities

Qualifications

- Have a minimum of three years of relevant experience in hospitality, guest services, customer service, ministry, or a related field.
- Have experience leading, managing, or developing employees or volunteers in a marketplace or ministry setting, preferably in a leadership role involving multiple teams.
- Demonstrate strong people-focused leadership, with the ability to recruit, equip, develop and empower volunteers.
- Demonstrate a strong understanding of hospitality and the importance of creating a welcoming environment where guests can build meaningful connections.
- Possess strong organizational, communication and interpersonal skills.
- Demonstrate a basic understanding of Microsoft Office.
- Demonstrate initiative and the ability to work independently.

Spiritual Expectations

- Affirm our Statement of Faith and be in theological agreement with The Compass Church and the Evangelical Free Church of America.
- Demonstrate a growing relationship with Jesus Christ and live a life set apart for Him, modeling faith and godliness.
- Be Biblically literate, theologically aware and have an established philosophy of ministry.
- Understand and be committed to the mission, vision and priorities of The Compass Church.
- Be a Member of The Compass Church or become a Member within 12 months of employment (including spouse if married).
- Regularly attend weekend worship services at The Compass Church.
- Attend monthly All-Staff meetings.

Physical Requirements

- Ability to stand and walk for extended periods and move throughout church facilities during weekend services and Campus events.
- Prolonged periods of sitting and working at a computer.
- Frequent use of standard office equipment.
- Ability to assist with event setup and other physical activities as needed.