

**SPOKANE VALLEY UNITED METHODIST
CHURCH JOB DESCRIPTION**

Date: January 2018

Position/Title: Hospitality Director

Reports To: Pastor

Receives Direction/Guidance From: Pastor, Staff- Parish Relations Team, Welcome and Caring Team

Brief Mission Statement: Recruit, equip, and deploy people in Outreach Ministries. Provide leadership in Outreach Ministries through outreach to visitors, active and inactive church members, regular attendees, and others seeking information about Spokane Valley United Methodist Church.

Service Recipients: Visitors, persons considering attendance or membership at Spokane Valley United Methodist Church, the worshipping congregation (active, inactive and homebound), Pastor, other church leaders, church staff.

Responsibilities:

Essential functions of this position include, but are not limited to:

1. Lead the vision and tasks which will accomplish weekly events conducive to making our church fully hospitable to visitors and newcomers:
 - a. Be present Sunday mornings, being an extra greeter, visible, present, for both services.
 - b. Supervise the Church Secretary on the task of each Sunday's visitor information gathering and attendance tracking of visitors, regular worshippers and members.
 - c. Lead a process to follow up with first time worship visitors, returning visitors, and visitors who have not returned in 4 weeks.
 - d. Train and lead a team of volunteers who can connect with newcomers in a sensitive, emotionally intelligent and helpful way. Communicate weekly with these volunteers through means such as the weekly Hospitality Huddle.
 - e. Provide for the gathering and organizing of data, including how many times a visitor has attended, and when, and what steps of follow-up have been taken with each.
 - f. Provide for personal invitations of persons who may be ready for the "Early Conversations Evening with the Pastor." Attend these "Early Conversations" meetings.
 - g. Assist the Pastor in scheduling, and gathering interested newcomers who might be ready for Membership Classes.
 - h. Interpret and report data from attendance tracking for regular members and worshippers who have not been in church for four weeks – and convey this information to pastor and care volunteers.
2. Weekly Church Site Preparation:
 - a. Establishing and maintaining a process for answering questions for attendees at worship services or other appropriate occasions.
 - b. Maintain supplies for pews, welcome table and wall literature, devotionals
 - c. Ensure campus is prepared for hospitality each Sunday, and for special worship

services. Supervise and train as needed:

- i. Sanctuary preparation team ensuring pews are prepared for worship, attendance books, prayer card baskets/other collection baskets and recycling bins are ready
 - ii. Welcome center, greeters/ushers, attendance and offering teams, parking lot teams and visitor contact teams are in place prior to service
 - d. Coordinate with Mission and Service Team to create "Blue Card" and other inserts for registration books. Ensure registration books are ready prior to service and deliver responses to Pastor and appropriate ministry team leaders after service
3. Develop and maintain a Marketing and Social Media Program through:
 - a. Establishing a procedure for advertising Christmas and Easter (or other occasions/events) through traditional media and direct mailing; ensure greeting cards/invitations are mailed prior to Christmas and Easter attendees.
 - b. Maintaining the church website and creating/maintaining a Google AdWords account for the website.
 - c. Establishing and maintaining a Social Media ministry/presence on Facebook, Twitter, Instagram and other social media platforms as appropriate.
 4. Coordinate with leadership of other ministries to ensure unity of effort in delivering outreach, the church mission and message in the community.
 5. Promote and administer the church's Friendship Dinner Program.
 6. Work in the church office as required, attend staff meetings once a month and meet as needed with the pastor.

Qualifications:

1. Must fully understand and support the purpose statement of Spokane Valley United Methodist Church:
 - "To invite people to follow Jesus, to love others and transform the greater community through the grace of God."
2. Ability to exercise initiative and judgment and to apply the principles of leadership and administration in an organizational setting
3. Ability to listen to and communicate with people of all ages and the ability to work with other ministry leaders, to supervise others and delegate responsibility appropriately, and follow up to complete tasks.
4. Punctuality, excellent work ethic, and the ability to work well with and adjust to the pastor and other staff and volunteers.

Pay/Contract Negotiable commensurate with abilities and skills

Performance Evaluation: Shall be based on a review process with Staff-Parish liaison with input from the pastor.

Additional paid staff policies apply, refer to the SVUMC Personal Policy Manual.

Approved/Acknowledged by: Signed Original on File

Pastor	Date
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Hospitality Director	Date
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SPR Team	Date
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