**Guest Reception Director Job Description:**

**Ministry Passions:**

The Guest Reception Director shall have a passion to help first-time BRC guests feel welcomed and facilitate their assimilation pathway. S/he shall also have a passion to lead the guest reception ministry, including people management, data management, recruiting and training and development of volunteers for Guest Reception.

**Position Summary:**

The Guest Reception Director will develop and implement the Guest Reception procedures, Guest follow-up systems, and Open House Events as well as managing BRC volunteers and serving teams supporting Guest Reception.

**Hours of work:**

The Guest Reception Coordinator shall work 20 hours/week.

Sunday hours 9:00am-1:30pm

Remainder of weekly hours are throughout the week.

**Essential Responsibilities:**

1. Provide overall leadership and direction to our Guest Reception volunteer team along with recruiting new volunteers.
2. Work with volunteers on data entry and management oversight
3. Manage Guest Reception volunteer scheduling and support
4. Coordinate of monthly Open House events including volunteer scheduling, guest invitations and registration, programming and preparation
5. Support in the implementation of guest retention tracking systems
6. Oversee the ongoing inventory of Guest Reception supplies
7. Create and implement a six month strategy to follow up with guests.

**Functional Prerequisites for the Job:**

1. Shall have experience leading a volunteer team
2. Shall have excellent organizational skills and attention to detail
3. Shall demonstrate a customer service mindset and skills
4. Shall be comfortable with data entry and maintaining databases
5. Shall have experience with The City, ACS and Access ACS or similar data system
6. Shall be able to follow directions well
7. Shall have strong writing and verbal communication skills
8. Shall have experience using Microsoft Excel or similar database software

**Personal Characteristics required for the job:**

1. Shall be a team player
2. Shall have leadership experience
3. Shall have ability to appropriately handle confidential information
4. Shall be have a desire to constantly meet and support others
5. Shall have excellent interpersonal skills