

Qualifications for employment at The Grove include having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of The Grove Church and having a work history and a lifestyle that are consistent with biblical principles. Must be an active Partner of The Grove or willing to become one.

JOB TITLE: Guest Services Coordinator

TIME REQUIREMENTS: Part Time (up to 20hrs)

REPORTS TO: Director of Engagement

CLASSIFICATION: Ministerial

STAFF MISSION STATEMENT: *Encourage and equip every Partner to live a life of full devotion to Christ.*

POSITION SUMMARY: The Guest Services Coordinator helps create a warm, welcoming environment where guests and Partners experience the love of Christ each week. This role leads volunteer teams across Guest Services areas (Greeting, Parking, Check-In, and Hospitality) to ensure a smooth and hospitable Sunday experience. The ideal candidate is a relational leader who enjoys developing volunteers, managing details, and creating spaces that help remove distractions so people can encounter Jesus.

KEY ROLES & RESPONSIBILITIES:

- Lead and care for Guest Services teams through clear processes, recruitment, and communication.
- Provide on-site leadership and oversight during Sunday gatherings.
- Recruit, equip, and schedule volunteers across assigned hospitality areas.
- Raise up team leaders and develop a coaching structure for support and accountability.
- Maintain welcoming and organized environments in Guest Services spaces.
- Encourage team members through regular communication, team socials, and discipleship.
- Oversee volunteer scheduling and maintain clear systems for communication and reporting.
- Track expenses and manage supply orders and reimbursements.
- Partner with staff to plan and execute special events or seasonal guest service needs.

MARKERS OF FAITHFULNESS:

- Think with the mind of Christ then act.
- Pray continuously.
- Equip the church for the work of the ministry - Work yourselves out of a job.
- Walk the talk with our weekly 3 (Bless30, Discipleship, Leadership Development).
- Innovate with wisdom and courage.
- Strive for excellence and over-communicate.
- Shepherd with a holy discontentment.