

## JOB FOCUS – GUEST EXPERIENCE ADMINISTRATOR

This role oversees the church's **front door ministries** and supports the church's **administrative systems**, ensuring a **seamless, welcoming, and well-coordinated experience** for guests, congregants, volunteers, staff, and community members throughout the week and during Sunday gatherings. The position integrates front office operations with Guest Experience ministry by coordinating communication, volunteer systems, hospitality culture, and administrative processes that support connection, engagement, and ministry effectiveness.

This position is a **primary relational and administration touchpoint**, helping create a consistent pathway from first contact through deeper engagement in church life. This role supports Guest Experience volunteers by maintaining clear systems, workflows, and communication that allow teams to serve confidently and effectively. The Administrator also ensures the office environment functions smoothly by providing administrative support to staff and ministries, while maintaining organizational systems.

### KEY RESPONSIBILITIES

#### Front Door Ministry and Guest Engagement Leadership

- Serve as a primary relational touchpoint for guests, congregants, volunteers, and community members interacting with the church during Sunday gatherings and weekday office contact.
- Model and promote a culture of hospitality, accessibility, and welcome across volunteer teams and office interactions.
- Track visitor and inquiry trends and communicate emerging needs, concerns, or opportunities to leadership.

#### Reception and Communication Systems

- Provide courteous, professional, and ministry-minded front desk support, including handling phone calls, greeting visitors, and responding to inquiries.
- Direct inquiries to appropriate staff, ministries, or community resources while helping identify potential connection opportunities.
- Maintain consistent hospitality tone and clarity in written and verbal communication.
- Distribute materials, forms, and information as requested.

#### Volunteer and Sunday Experience Administration

- Maintain Guest Experience volunteer scheduling systems, onboarding processes, and communication workflows.
- Coordinate administrative tasks supporting Sunday hospitality teams, including scheduling, volunteer communication, and organizational systems.
- Provide visible Sunday support for Guest Experience teams, assisting with volunteer coordination, problem solving, and guest care as needed.
- Ensure hospitality environments and materials are prepared and ready for services and events.
- Undertake Special projects and events as requested.
- Collaborate with ministry leaders to support smooth integration of guests into ministry opportunities.
- Support additional administrative or ministry priorities as assigned.

#### Ministry and Congregational Support Systems

- Coordinate and track applications for benevolent assistance.
- Manage event and facility rental bookings in collaboration with ministry staff and facility teams.



- Ensure prayer requests are distributed to appropriate ministry teams.
- Organize recurring congregational care tasks, including birthday card distribution and calendar coordination.
- Maintain inventory of connection cards, donation envelopes, “new here” welcome bags, and related engagement resources.

#### **Planning Centre and Data Stewardship**

- Utilize Planning Centre to manage workflows, volunteer scheduling, room bookings, attendance tracking, guest engagement follow-up, list creation, and communication distribution.
- Ensure Guest Experience workflows are accurate, consistent, and support a welcoming environment.
- Generate reports and lists to support guest follow-up, ministry communication, and staff planning.
- Support volunteers in using Planning Centre for scheduling and onboarding as well as build the weekend volunteer serving schedule

#### **Facilities, Resource Coordination, and Office Environment**

- Monitor building security during the week through camera systems and take appropriate action when required.
- Maintain cleanliness and organization of office spaces, reception areas, and shared equipment.
- Oversee Fellowship kitchen hospitality areas, including inventory, sanitation, and supply management.
- Ensure regular sanitation cycles for kitchen equipment and coffee service areas.
- Coordinate purchasing and inventory of office supplies, hospitality supplies, communion elements, and ministry event materials.
- Maintain basic office supply inventory accessible to staff.
- Coordinate key distribution in collaboration with the Facility Manager.
- Ensure debit machine functionality throughout the week and for Sunday use.

#### **Administrative and Office Operations**

- Sort and distribute incoming mail and coordinate parcel and postage pickups.
- Record and distribute minutes for staff meetings as required.
- Manage photocopying needs and coordinate maintenance of office equipment.

#### **Reporting and Collaboration**

- Reports directly to the Executive Assistant & Guest Experience Lead, and ultimately to the Director of Operations.
- Provides administrative and engagement support across all staff departments and ministry teams.
- Works closely with Guest Experience leaders, ministry staff, and volunteers to support church-wide hospitality and engagement goals.
- Participates in ongoing training and development to maintain alignment with Guest Experience philosophy and office systems.

#### **WORK SCHEDULE**

- Permanent position of up to 40 hours per week.
- Sunday to Thursday schedule, with hours structured to support Sunday gatherings, weekday office operations, and ministry support needs.

#### **REQUIRED QUALIFICATIONS**

- Strong organizational, multitasking, and prioritization skills with attention to detail.



- Excellent verbal and written communication skills, with the ability to interact professionally and warmly with guests, volunteers, staff, and community members.
- Comfortable learning and using technology systems, including Microsoft Office Suite, databases, or similar tools; willing and able to learn Planning Centre or other church management systems as required.
- Adaptable and innovative: able to learn new tools and processes, suggest improvements, and implement effective solutions even outside current knowledge or experience.
- Experience working with volunteer teams or in ministry environments is preferred, but a growth mindset and relational skills are essential.
- Strong decision-making and problem-solving abilities, with the capacity to remain calm and effective under pressure.
- Ability to maintain confidentiality and exercise sound judgment.
- Demonstrates a high standard of service, hospitality, and relational intelligence, with a desire to create systems and structures that enable volunteers and staff to serve confidently.

**Wage**

- Dependent upon experience: \$22.50-24.50/hr

Interested applicants must submit a cover letter and resume outlining their experience for the position to [kelly@vernonalliance.org](mailto:kelly@vernonalliance.org). We thank all applicants for their interest, however only those receiving an interview will be contacted.

