

Job Title:	Hospitality Coordinator	Revision:	June 2026
Reports to:	Director of Adult Discipleship & Outreach	FLSA:	NON-EXEMPT/PART-TIME

Every one, every day helping one another experience life-giving freedom in Jesus.

JOB SUMMARY

The Hospitality Coordinator serves as the welcoming heartbeat of Third Church - the culture-setter who turns a building into a community. This part-time role exists to coordinate church-wide events, as well as build, develop, and coordinate a thriving team of greeters, ushers, and Welcome Center volunteers who embody Third Church's core value of Refuge Over Rejection. The Hospitality Coordinator will create and maintain systems, processes, and training that ensure every person who walks through our doors — first-timer or long-timer — is received with genuine, intentional welcome. This is not merely logistics management; it is ministry with a front door.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Welcome Culture & Guest Experience

- Champion a culture of radical, Christ-centered welcome across all entry points of Third Church, including the parking lot, main entrances, lobby, and auditorium.
- Develop and implement a consistent guest experience pathway from parking lot to seat, ensuring no first-time guest feels invisible or uncertain.
- Create and maintain First Impressions standards and service guides that define what excellent hospitality looks and feels like at Third Church.
- Regularly assess and improve touch points in the guest and member experience, soliciting feedback and making data-informed adjustments.

Team Coordination & Volunteer Development

- Recruit, schedule, and coordinate volunteer teams across these areas:
 - Greeter & Usher Team — welcoming guests at doors, assisting with seating, and managing flow during and after services.
 - Welcome Center Team — staffing the welcome center, distributing resources, connecting guests with next steps, and capturing visitor information – working with the Creative Team Leader.
- Develop and lead a consistent onboarding and training process for all hospitality volunteers, equipping them with both practical skills and the theological–relational “why” behind hospitable ministry.
- Build a recognition culture that celebrates volunteers, honors their service, and fosters long-term commitment and belonging on the team.
- Maintain volunteer schedules, communication, and availability tracking through the church's CHMS platform.

Process & Systems Development

- Design and document hospitality processes for regular weekend services, special events (Christmas, Easter, baptisms, etc.), and community outreach activities.
- Create and maintain a Welcome Center resource library including connection cards, newcomer packets, ministry information, and Next Steps materials working with the Creative Team Leader.
- Communicate protocols for handling accessibility needs, medical situations, and unique guest circumstances in coordination with the Safety Team Leader (Facilities Manager).
- Collaborate with the Creative Team Leader to ensure lobby environments, signage, and wayfinding reflect a warm, professional, and on-brand experience.

Communication & Collaboration

- Serve as a key communication bridge between weekend hospitality volunteers and pastoral/staff leadership, surfacing guest insights, patterns, and needs.
- Partner with the NextGen, Safety, and Worship Ministry teams to coordinate volunteer coverage and transitions during services as needed.
- Coordinate logistics for hospitality coverage at all-church events, holiday services, and special programming throughout the year.
- Respond promptly and pastorally to guest feedback, follow-up needs, and first-timer inquiries in partnership with the pastoral care team.

Administrative Support

- Maintain accurate volunteer records, team rosters, and scheduling documentation.
- Track and manage the Hospitality Ministry budget in coordination with the Finance Manager.
- Perform additional responsibilities as assigned to support the overall mission of the church.

SUPERVISORY RESPONSIBILITIES

# Direct Reports:	0	<i>Number of people directly supervised</i>
Volunteer Teams Led	3+	<i>Greeters, Ushers, Welcome Center</i>

REQUIRED QUALIFICATIONS AND SKILLS

- Demonstrates a vibrant, maturing faith in Jesus Christ with a lifestyle consistent with biblical standards for ministry service.
- Fully aligns with Third Church's mission, values, and beliefs; is an active, committed member or willing to pursue membership.
- Exhibits a genuine gift of hospitality and a calling to create welcoming environments where people feel seen, valued, and wanted.
- Proven experience recruiting, training, and coordinating volunteers in a ministry, nonprofit, or event management context.
- Strong organizational and process-design skills with the ability to build systems from scratch and maintain them with consistency.
- Excellent interpersonal and communication skills; naturally warm, approachable, and effective with a wide range of people.
- Self-directed and reliable; able to manage a flexible, part-time schedule that includes consistent Sunday morning availability.
- Proficient in basic computer applications including email, scheduling tools, and church management systems (ChMS).
- Demonstrates good judgment, pastoral sensitivity, confidentiality, and discretion when handling guest concerns or challenging situations.

PREFERRED QUALIFICATIONS AND SKILLS

- Associate's or Bachelor's degree in Ministry, Communications, Hospitality, Business, or a related field.
- 1–3 years of experience in hospitality, guest services, event coordination, or volunteer leadership in a church environment.
- Familiarity with church management software platforms (e.g., Planning Center, PushPay)
- Experience with Microsoft Office (Word, Excel, PowerPoint, Outlook and SharePoint) and CHMS.
- Experience in customer service, hotel/event hospitality, or retail leadership is a meaningful asset and transferable background.
- Demonstrated ability to create written processes, training guides, and communication materials for volunteers.

WORK ENVIRONMENT & PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Position requires consistent availability on Sunday mornings and during key church events and seasons throughout the year.



JOB DESCRIPTION

- Some evening availability may be required for volunteer training, team meetings, or special events.
- Must be able to stand for extended periods and move throughout the building during service times.
- Must be able to lift up to 25 pounds at times.
- Must be available, responsive, and engaged during working hours to ensure effective communication with volunteers, staff, and guests.

DISCLAIMER

I understand this job description describes the general nature of the job along with the essential job functions, requirements, and basic duties. I further understand that this job description does not include a detailed description of all responsibilities, such as those that are peripheral or incidental that may be inherent in the position. I may be required to perform additional functions and requirements as deemed appropriate to meet standards of quality. Third Church of Pella reserves the right to modify the contents of this job description at its discretion. This job description is not to be considered a contract for employment, either expressed or implied, between Third Church of Pella and its' employees.

I have read and understand the contents of this job description. I have received a copy for my records.

Employee Signature

Print Name

Date