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<b>Organizational Alignment</b>	<i>Employee:</i>	<i>TBD</i>
	<i>FLSA Status:</i>	<i>Non-Exempt</i>
	<i>Job Status:</i>	<i>Full Time</i>
	<i>Reports to:</i>	<i>Director of Connections &amp; Communications</i>

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**Goal and Purpose**

The goal of the Connections/Guest Services Manager is to develop an equipping culture that recruits, trains, and deploys people to grow through serving opportunities.

The purpose of the Connections/Guest Services Manager is to help visitors, attendees, and members of Bridgeway find a place to connect, serve, and grow in a way that fits the unique way God created and designed them.

**Focus and Scope**

*Essential duties and responsibilities, i.e. those which are basic, necessary, and an integral part of the job, are indicated below.*

**General overview:**

The Connections/Guest Services Manager serves as the point of contact for weekend guest service teams, visitor follow-up teams, new member integration processes, “connect” affinity ministries, internal communications regarding connection. The primary task of this role is to develop, facilitate and organize people/teams to connect and serve while growing closer to God. Helps oversee a foundational system of assimilation and leadership teams whereby visitors will be cultivated and encouraged into members, members become active volunteers, and active volunteers disciplined and trained to become leaders.

**Essential Duties and responsibilities:**

- Actively participate and contribute as a key member of the Connections team and share a passion for excellence, uncompromised quality and a common vision to serve Bridgeway ministries.
- Identify, invite, oversee, support and manage the administration of assimilation processes and connection opportunities through classes, missional communities, and volunteering through creative and relational ways.
- Collaborates with Communication Team and Ministry Leaders to identify and promote serving opportunities
- Create inviting environments that encourage community in the lobby and courtyard.
- Educate and encourage members to invest in their church family by being an active participant of the Bridgeway family.
- Collaborate and interact with other staff and ministry teams to establish expectations for engagement with the church body and leadership.
- Collaborate alongside the Director of Connections to help enact the church’s growth strategy by sharing ideas, concerns, needs, and logistical flow concepts.
- Carry out administrative tasks associated with the daily functions of this role including, but not limited to, addressing concerns, complaints, requests, inquiries, emails, phone calls, meetings, trainings, etc.
- Recruit and manage front desk volunteers to utilize their time well and to participate in new guest follow-up each week.
- Foster win-win partnerships and build communities.
- Proactively respond to inquiries and concerns; clearly and positively communicating solutions with exceptional follow through.
- Other duties as assigned.
- Support and contribute to a safe and healthy work environment. Specifically, follow Bridgeway’s Injury Prevention and Safety program, support and maintain safety standards, and participate in safety training.

**Guest Service Responsibilities**

In cooperation with the Director of Connections & Communications:

- ☑ Provide vision and directional oversight for all Guest Services volunteers (which includes front-line and behind the scene teams).
- ☑ Invite, develop and nurture a wide array of volunteer teams and opportunities including: Greeters, Information Center, Campus Guides, Welcome Center, and other behind the scene teams- (follow-up and development teams)
- ☑ Provide input for Senior Leadership Team (SLT) through the Director of Connections- overall lobby and courtyard atmosphere, presence, flow of ministry and community needs.

**Integration/Volunteer Development & Management Responsibilities:**

- ☑ Provide leadership training opportunities and decision-making oversight in the implementation of assimilation processes into volunteer opportunities for all ministries and departments. Setting standards and systems for tracking volunteers, equipping volunteers, and connecting volunteers to one another.
- ☑ Develop and document the Bridgeway assimilation process by creating systems that are manageable to be sustained by Senior Leadership, core Staff, and Missional Leadership Teams.
- ☑ Work directly with all database teams and pastoral care teams that track the health of the congregation and their current involvement in the church by developing and maintaining a system for all communications and requests to be recorded and tracked.
- ☑ Help facilitate connection opportunities including, but not limited to: Welcome Center, Introducing Bridgeway, connection to The Path class, hand off to Missional Communities.
- ☑ Develop and maintain a volunteer process, which includes managing database reports of all needed ministry volunteer roles and volunteer intake applications.

**Relationships, Qualifications and Requirements, and Competencies**

<b>Key Relationships</b>	<p><i>Reports to:</i> – Director of Connections &amp; Communications</p> <p><i>Direct reports:</i> – Volunteers</p> <p><i>Ministry partners:</i> – Bridgeway Volunteers and Members, Students, Staff, General Community, Vendors</p>
<b>Role Qualifications and Requirements:</b>	<p><i>Education:</i> – Proven/relevant working experience in guest services and/or related field. – High school diploma or equivalent – 1-2 years of experience, preferably in a church environment.</p> <p><i>Experience and Ministry Expertise:</i> – Excellent time management and communication skills – Ability to work well with a diverse group of staff and volunteers – Ability to manage multiple projects independently – Calm demeanor with the ability to work well under pressure – Extremely organized – Excellent interpersonal skills, with a people-oriented personality – A high sense of customer service – Proficiency in Microsoft Word, Excel and Outlook – Excellent diagnostic, problem-solving, interpersonal, and analytical skills to include excellent listening skills and attention to detail. – Dedicated to modeling a godly lifestyle. – Self-motivated and organized. – Track measurable data for your area and report back as needed.</p>

- Employment Requirements:**
- Regular church attendance and membership at Bridgeway
  - Must pass a pre-employment reference and background screen
  - Proof legal authorization to work in the United States
  - Willing to change approach to best fit the situation while always being a good steward of resources and a positive and professional representative of Bridgeway.

**Equipment Used:** – Bible, copiers, general office equipment, computers and equipment, telephone

**Physical Demands and Work Environment:** *The physical demands and work environment characteristics 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.*

- **Physical:** The employee is regularly required to talk or hear. The employee is frequently required to stand, walk, sit, use hands and fingers to handle or feel, and reach with hands and arms. The employee is occasionally required to climb, stoop, or kneel. Frequent and regular repetitive movements required using the wrists, hands and/or fingers. The employee occasionally will lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** The employee is regularly in a typical office environment with adequate light and moderate noise levels.

**Competencies and Personal Attributes**

- General:**
- Spirit-filled disciple of Christ
  - Integrity beyond reproach
  - Ability to work in harmony with other staff members
  - Flexible, adaptable, coachable, teachable
  - Servant heart; servant leader
  - Effective Communication
  - Unshaken by changing priorities

**Employer Disclosure Statement**

*The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks. Other similar or additional duties are to be performed as assigned. Nor is this job description intended, in any way, to be an employment contract. Your employment continues to be at-will. You, or Bridgeway, may terminate employment at any time for any reason.*

**Employee Acknowledgement and Acceptance:**

*I hereby acknowledge that I have reviewed and understand the content of this role description and also understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job that I must immediately inform Human Resources.*

Rev. 3/2019

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_