



FIRST IMPRESSIONS DIRECTOR

GENERAL DESCRIPTION

The First Impressions Director will manage, champion, and oversee the teams, vision and processes which welcome and serve the people of New Hope Community Church. The First Impressions Director will create and execute a high-level guest experience. The First Impressions director will also disciple and develop volunteer leaders within the ministry. This is a volunteer position to start with the potential for paid as New Hope grows.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Create and execute a high-level guest experience. Develop, participate, and oversee First Impressions performance standards, goals, and priorities.
- Implement systems, processes, and policies for First Impressions which support and align with overall church vision, goals, policies, and protocols.
- Implement and manage the budget, master calendar, and annual plan for First Impressions.
- Develop First Impressions volunteers to become leaders in the ministry.
- Guide the First Impressions volunteer leaders in recruiting, training, and recognizing team volunteers.
- Ensure weekly and monthly schedules are distributed for all volunteer positions, ensuring appropriate coverage and rotations.
- Ensure supplies necessary for weekend services are purchased and stocked.
- Ensure First Impressions team is prepared and trained on all safety & security protocols in case of an emergency or evacuation.
- Maintain records, manuals, and documents pertaining to First Impressions.

SUPERVISORY RESPONSIBILITIES

This position would have supervisory responsibilities over the following areas: Greeters, Worship environment, set up/tear down, security, parking lot, guest services, and New Hope cafe.

COMPETENCIES

- To perform the job successfully, individual should demonstrate the following:
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
 - Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.



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COMPETENCIES (CONTINUED)

- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Safety & Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Attendance & Punctuality - Consistently is at work and arrives on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions; responds to management direction; takes responsibility for own actions.
- Initiative - Asks for and offers help when needed. Undertakes self-development activities.
- Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People - Includes staff in planning, decision-making, and process improvement; takes responsibility for subordinates' activities; develops subordinates' skills and encourages growth; continually works to improve supervisory skills.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

HOW TO APPLY

Please submit your resume and cover letter to our Office Manager, Johana Flores, by email: churchoffice@go-newhope.com