

Director of Experience

Vision: The Director of Experience will champion creating a welcoming and expectant atmosphere for guests from “street to seat,” and oversee special church-wide events in order for guests to experience a personal connection with Jesus Christ and His church. They will lead teams that will engage the first-time guest, inform and direct attendees, and build awesome experiential activations...ensuring that our guests have a positive encounter the first – and every other – time they visit us.

Responsibilities:

- Cast vision for excellence in guest services with a focus on welcoming, informing and serving guests
- Manage and execute experiential project road map (i.e. main lobby enhancements, outdoor café area, indoor complimentary coffee stations, parking lot navigation strategy, new guest welcome materials revamp, etc) in partnership with Facilities, Hospitality and Media Services to create a more welcoming and hospitable environment for our guests
- Set vision and lead execution of church-wide weekend events (Celebration Weekend elevated experiences, Cross Campus Celebrations, Christmas/Easter elevated efforts, Food Trucks, etc)
- Oversee weekend Experience Team of volunteers from “street to seat” – Parking, Door Greeting, Worship Center Greeting, Ushers, Concierge
- Coordinate with Worship Director, Media Services, Communications, Facilities, Operations, etc on happenings each weekend to ensure flawless guest experience
- Build and maintain recruitment, onboarding, shepherding and development strategy for leaders volunteers
- Act as staff consultant to other ministry areas to bring about excellence in the overall guest experience of their programs (presentation, functionality, etc)
- Other Responsibilities: As assigned by Supervisor

Spiritual Gifts:

Leadership, Hospitality, Administration, Shepherding

Experience & Skills:

- Mature believer in agreement with belief and teaching of The Bible Chapel
- Minimum of 2 years of leadership experience or equivalent life experience
- Event and/or hospitality background preferred but not required
- High-level networking/relationship strengths
- Ability to make sound, critical decisions under pressure
- A team player with excellent written and verbal communication skills – with an emphasis on guest and volunteer interaction and leadership
- Analytical thinking and problem-solving capability
- Great attention to detail and time-management skills

Time/Allocation:

Full time, salaried position w/benefits – Sunday-Thursday; including periodic extended weekend schedule

**This Job Description is subject to change at management’s discretion.*

Accountability and Measurements: The Director of Experience reports to the Director of Engagement